

ROUGH HAY SURGERY

PATIENT PARTICIPATION GROUP MEETING

20.06.2024

MINUTES

ATTENDEES: LBE, JL, LG,

MEETING OPENED: 12.00

ITEM 1: Pfizer attended for a meeting with all staff to explain covid-19 programme which will now be offered to all patients over 85. Treatment is available to over 85s and patients in care homes who test positive.

ITEM 2: We are working to a new recall system which follows patient birth month to ensure we are providing the best duty of care to all patients. Also we have recently implemented modern general practice focusing on our demand on capacity to provide efficient care to patients and work load to staff- we have done this by taking audits to assess our demand.

ITEM 3: PPG posters have been put in post office and around surgery to encourage people to join our group. LG says it's hard for some people to join if they work, she comes around her voluntary work. She can add posters to community centre and suggests adding it to our phone message- actioned by lbe

ITEM 4: We have had the welcome screen fixed to make checking in easier for patients as it was out of order – also helps staff work flow.

ITEM 5: The garden will be done again soon and staff will have an area to plant to help staff morale and get time away from screens for their wellbeing support.

ITEM 6: Pharmacy have given us posters to raise awareness of the services they can provide regarding minor ailments which will be put around surgery.

A.O.B

Discussed criteria for shingles

LG- tells us she is doing a coffee morning September at her church for Macmillan.

LG discusses personal medical issues with NHS and says she appreciates help from PM and JL as appointments have progressed since last meeting.

Following last meeting TT now provides pts with amazon and confidence website to patients for supplies.

LG is talking to people at church with compassionate listening service to promote help for mental health support and anxiety. – NM to add this to Care nav signposting book.

All suggest a new board for monthly – events and staff appreciation.

MEETING CLOSED: 12.45pm

NEXT MEETING: August 13th 12pm