

ROUGH HAY SURGERY

PATIENT PARTICIPATION GROUP MEETING

14.11.2024 MINUTES

ATTENDEES: LBE, JL, MW

MEETING OPENED: 11.00

ITEM 1: Flu clinics are finished but still available – MW says this is good as would like to book as couldn't before due to having RSV.

ITEM 2: Workwell is a new project we are offering – leaflet given to PPG

ITEM 3: New staff member on reception NJ

ITEM 4: Macmillan we raised £283.35, representative is coming so we can present them with the money this month and add to website on 27th.

A.O.B

MW suggested we have the memory tree again this year as it was a nice addition to the practice last Christmas which LBE introduced- we will be doing that again this Christmas and have ordered a new tree for the patients and staff to enjoy. All staff will be allowed to wear red/green/xmas jumpers in the last few weeks of December for staff morale.

Nurse has been off emergency sick for a few weeks due to longer healing from an operation than anticipated therefore we have put some measures in place to still offer as many appointments as possible by using other staff members- CC has recently completed phlebotomy training therefore can help to stand in for bloods whilst hca does other work. NM will also be training soon.

Waiting times have come up a few times in F&F recently therefore we will be putting notices in reception to explain why sometimes there can be wait times due to emergencies etc.

MW would like to be shown how to use NHS app therefore will ask reception and lbe will email relevant people again to see if we can get an f2f NHS app drop in day for patients.

MEETING CLOSED: 11.30 am

NEXT MEETING: Will be in the New Year and ppg will be invited by text.