ROUGH HAY SURGERY

PATIENT PARTICIPATION GROUP MEETING

08.08.2023

MINUTES

ATTENDEES: LBE, TF, LG, MW

MEETING OPENED: 12.00

ITEM 1: Staff changes –New Practice Manager LBE introduction, New Receptionist NC- PPG express how they feel the surgery has a good friendly team. New staff uniform for all admin staff- PPG agree they look nice and professional and patients can now differentiate who are staff.

ITEM 2: Currently we are updating new website to meet NHS requirements, feedback from PPG welcome-LG will fill in feedback form, MW does not use online. New phone system in process of being updated, MW informs us the message is wrong when calling surgery so this will be looked in to. Prescriptions system has changed, discussed ordering at Pharmacy. PPG feel 50/50 towards this process as they say staff levels at the pharmacies are not good therefore we will see at next meeting how the new system trial has progressed.

ITEM 3: MacMillan £357 pounds raised during our recent coffee morning. PPG agree this was a very good turnout and LG will find out about how we can present the funds appropriately as a group.

A.O.B

Discussed garden needs attention- this is in process awaiting the go ahead from DR UA.

MW suggests car park extension- this has been discussed previously however may not be achievable due to surgery grounds.

PPG members quote ‘I have nothing but praise for this surgery’ agree that our booking system works better than most other surgery’s based on feedback from their friends.

LG says that when coming across signposting opportunities which may be beneficial to the practice they will email to us. MW suggests ‘passenger assist’ is a good source to share with patients who travel on trains and recommends for people who need assistance.

MEETING CLOSED: 13:00

NEXT MEETING: October 24th 12pm