

## ROUGH HAY SURGERY

### PATIENT PARTICIPATION GROUP MEETING

19.09.2024

#### MINUTES

ATTENDEES: LBE, JL, LG, MW

MEETING OPENED: 11.30

ITEM 1: Flu/Rsv – Discussed when walk in clinics are and eligibility. MW asked about side effects for new rsv- lbe explains info available on website or to ask nurse at appointment.

ITEM 2: Online Booking is available on nhs app- Website up to date with recent data security training by all staff. MW does not use online and lbe explained we have a referral service if wants help with online and laptops. Also discuss having a nhs app drop in which is agreed would be useful for patients. LG asks how we make accessible to patients who don't speak English- translators are available and apps to translate.

ITEM 3: Feedback on call back system – lbe asks for feedback if anyone has used our call back feature- no one has come across it as they say they are always 1 or 2 in the queue which is good as this means our aim to decrease phone demand is working.

ITEM 4: we discuss capacity and data audits which are being carried out to delegate work to the right clinicians and also why the phone systems have messages on to direct to the right staff. We discuss how this week we have changed urgent prescriptions from going to the nurse to clinicians in practice instead to sign off on the day to avoid delays.

ITEM 5: Macmillan coffee morning 15<sup>th</sup> October 10-2- JL informs patients of cancer awareness.

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. LBE shows the new minor illnesses pharmacy's can now help with and group agree this is a good idea to give appointments needed more urgently in surgery.

A.O.B

LG says bp cuffs that come with standard machines are not large and they need to be paid for separately from the supplier- lbe advises we do have large cuffs in surgery and JL explains HCA can show pts how to use if needed.

MEETING CLOSED: 12.15pm

NEXT MEETING: November 14th 11.30am