

ROUGH HAY SURGERY

PATIENT PARTICIPATION GROUP MEETING

18.04.2024

MINUTES

ATTENDEES: LBE, JL, LG, KN

MEETING OPENED: 12.00

ITEM 1: A&A services we raised £209.20 and they sent a letter to thank us for helping 24 families.

ITEM 2: Telephone system change has now been completed- this has allowed the queue times to be less and patients to be directed to the correct line. LG says she has found this a good form of communication.

ITEM 3: Staff Changes- TF receptionist, KH hca, have left and we are currently in process of employing new staff. Staff board will be updated.

ITEM 4: We have had meetings with the pharmacy to discuss working together efficiently for pharmacy first and prescriptions. JL discusses how to use the NHS app also as the group do not use it.

ITEM 5: New cancer champion will be JL who is currently doing training around this and may plan awareness events later on in the year. JL says in October they may plan a breast cancer awareness event- group are keen to help.

A.O.B

LG suggests adding a message to the tv screen in reception to inform patients when waiting for a 2ww they should contact the hospital to chase it up not the surgery- LBE says all patients are aware of this process as it is given to them in a letter.

LG says she is a carer for mom and is on a long referral waiting list but from self research has found affordable online services which she has found helpful therefore would like to share with the practice to promote to other patients in the same position. LBE will speak to MR about this who deals with referrals to arrange a way of promoting this to patients. LG says she is grateful for the support from nurse TT.

KN suggests having a leaflet put in the post office to advertise for PPG members- LBE will do this this month.

MEETING CLOSED: 12.45pm

NEXT MEETING: 20th June 12pm