PPG MEETING MINUTES

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| **Date:** | 14 September 2022 |
| **Chairperson:** | Dr Waller |
| **Minutes taken by:** | Hitendra |
| **Attendees:** |  Sarah, Jaspal, Graham Day, Diane Paice |
| **Apologies:** |  |

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| 1. | Welcome & Introductions – Welcome all attendees and set agenda for discussion |  |  |
| 2. | Apologies and announcements: None | 5mins |  |
| 3. | Previous Minutes review actions: None | 10mins |  |
| 4. | Practice Manager Update: Informed of following* Staff Changes
* New Triaging System
* Flu Vaccination Programme
* PPG Members Q & A
 | 5mins |  |
| 5 | Practice specific issuesDiscussed whether The St Ann’s Road Surgery’s website properly promoted. Requested number of hits and how often patients looking at the website, advised that we could not confirm.Informed of the Practice changes and the new way working to offer better service to the patient. New Triaging system explained and the way the appointments bookedAdvised that we have 2 pharmacist and 2 Physian associates, role explained and emphasised the importance of their role and regular doctors on site. Going to employ new Practice Nurse.Also discussed the role of extended opening hours by a patient, how its going to be rolled out and impact it will have on the surgery. Patient stated that she left letters to bring it to the practice’s attention but not received response. Apologised and offered to arrange a meeting to discuss it fully. Stated that the surgery needs more staff. |  |  |

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| Next Meeting date : 23rd February 2023 |