Pencester Surgery

Patient Participation Group Meeting

Tuesday 7th March 2023

Those present : Julie Hooper [Practice Manager], Michele Goodwin [Reception Supervisor], Mike West [Chairman], Georgette Rapley and Geraldine Butchers.

* No new members to welcome.
* No apologies for absence.
* The minutes of the last meeting have been read and agreed.
1. Patient Survey. The results of the survey have been collated by Mike. Discussions of any actions from this will now take place.
2. Masks. A discussion took place about the leaking of a series of WhatsApp messages from Matt Hancock during the pandemic.
3. Nurse appointments on line. The members of the PPG commented on the introduction of self-bookable appointments. We have been using Accurx to send batch messages to patients with a link to self-book an appointment. This also relieves pressure on the phone system by removing the need for patients to telephone for an appointment. We hope to use this method more often in the future especially when the flu clinics begin.
4. Home visiting team. The practice have access to the Home Visiting Team through Channel Health Alliance. If a patient contacts the practice to request a home visit then we are able to book a nurse or paramedic, if appropriate, through the home visiting team. This means that precious time is given back to our GPs enabling them to remain in the practice throughout the day.
5. AOB
* It was asked as to whether the practice stocks butterfly needles. The practice manager will report back at the next meeting.
* It was requested that the telephone queue be amended to 15 patients.

**NEXT MEETING THURSDAY 15TH JUNE 2023 AT 2.30PM**