**PPG Meeting**

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| **Date & Time –**  Wednesday 12th February - 12.00pm | | |
| **Hosts –**  Charlie Brierley (CB)  Charlotte Walton (CW) | | |
| **Attendees -**  Alan Rigby  Roy Hibbert  Duncan Reid  Les Allen  Carol Fielding  Isabella Jeans  Margaret Hey  Kathryn Brignall | | |
| **Apologies -** | | |
| **Agenda**   * Kathryn Brignall   **Neighbourhood Leader (North)**  Recap on actions from last meeting -   * Disabled Parking   New agenda items –   * Phone update * NHS app * Pot hole * Paving outside the main door * Lighting * Chairs with arms * Leaving a message for a doctor without taking up a triage place. * Staff picture board * Continuity of care * Call stats and patient feedback * DNA Stats * Medical Conversations with receptionists | **Comments**  New sign to replace the current one advising “no parking emergency vehicles only” and a disabled parking notice to be placed across the car park.  New phones to be fitted 25.02.2025  Ways to promote?  Council have inspected, awaiting a fix date.  Slippery as weathered  Quote received  Currently 2 in reception  If it’s an FYI – then tell the receptionist and we will add to your file. If you want the doctor to know something it will 90% need an action therefore will need an appointment.  Staff board needs updating  This is something we are aware of and is a major focus point for the NHS.  Attached  Attached  Explained that receptionists ask the reason for an appointment to ensure that the patient is seen by the correct clinician. We have recently put in place that if a patient books an appointment at the front desk then they will not be asked the reason. | **Actions**  CB/CW to see if we are able to have “no caller ID” turned off  CW to create an idiots guide which we can text to patients.  CW to see if the gardener is able to jet wash  CB to review |
| **AOB –**  Going forward please can we focus on positive things that are happening in the practice, along with constructive conversations about how we can improve the surgery?  We seem to spend a lot of time on issues around the NHS organisation, the hospitals and personal issues. We are all aware of the issues in the NHS, but unfortunately these are out of our control. The PPG is here to discuss changes we are able to make, to improve the practice for the patients.  Please can we try to be more positive, focus on practice related issues and have an open mind to how we can improve?  **Meeting being held in reception.**    The practice is unfortunately at full capacity, we also have 8/9 participants in the PPG meeting, which limits the rooms we are able to use (due to too many people). We need to hold the meeting in the reception area, and I understand this is not ideal but unfortunately we have to work with what we have.  We did discuss potentially meeting in the evening times. Upon reflection this causes a few issues such as, the need for staff overtime, health and safety of the carpark (dark nights, weather conditions). We would like to continue trialling the PPG meeting in reception, however we acknowledge we need to be more organised with making sure the door is locked and not letting the patients come in.  We do hold our practice meetings, and practice training events in reception, therefore we feel the reception area is adequate to have the PPG meeting, when organised properly.  We are happy to review this going forward, if it doesn’t work.  Next meeting – May 2025 – Date and time TBC | | |