Present		
	RP, JD, MS, AR, SA, JB, PTh, GM, SP	
1	Welcome and Introduction	
2	Apologies received from RW, JG, PR, ML-S, MM, SL, SB, PT	
3	Approval of minutes 04.07.23	
	Minutes were approved	
4	Actions' Arising	
	<ul> <li>To remind reception team about online help/training</li> <li>SP confirmed this is done regularly. Feedback from JB is good. Patients attending</li> </ul>	
	sessions find it helpful and go away feeling more confident.	
	Can we find out how many paper requests we receive now compared to when the	SP to speak
	prescription line was in operation?	with KC to
	Can we run report to find out how many access prescriptions online and text	arrange
	those who don't to offer help?	
5	Treasurer's Report/Receipt	
	Same as before £327.75. Raised by running a raffle for hampers etc	JD
	Asked if they can they start again? RP advised not a good time to start now due to cost of living as well as winter infections. Spring '24 may be an option	
	SP suggested it may worth looking into other ways of fundraising as there is less	
	patient traffic in the surgery.	
6	Website Refresh	
	SP reported that patient feedback shows that they like the website It's easy to use	
	& clear. RP demonstrated the self referral page and he often signposts patients to	
	this page. Some members of the group were unaware that they could do this	
	without seeing a GP and were pleased at how straightforward the system was.	
	Do we have a form for diabetes? SP to check with Dr Miles and Nurse Jo to see if	SP
	this was an option.	
	Wording of pill form wasn't clear that it was for contraceptive pill. SP to change	
7	the wording of annual pill check and update on the website	
7	Updated Phone System SP discussed the changes that have taken place and reported that patients are	
	liking the call back option and are also impressed that they don't have to give	
	their telephone number. It was explained that the patients details 'pop up' on the	
	pc screen when calling. SP talked through some of the reporting options available	
	and explained how from this we can monitor and improve call answering times	
	and the time on the phone.	SP
	A member asked how many people we had answering the phones first thing. SP	
	explained it varied but on average it was 3 but if busy, more staff log in so we can	
	have 5-6 answering.	

8	Display board updates  SP described that a medical student that had been with us during the summer, had been working on a project to update some of the display boards. SP explained that Molly had created a poster on health & lifestyle for the board where the PPG information currently is. How did the group feel about this? The information currently is on the board is very out of date (2018) No decision was made as the group felt that Sue Lobb who had created the work needed to be consulted initially.  One member stated that Wigston Central boards are mixed in with Bushloe and should they be separated? SP to speak with DP/RW	SP
9	Patient Survey  SP asked whether the group felt there was a need to survey the patient base at this time. RP explained that there was a national survey in the winter and unless there were any specific questions at this time it was probably not worth doing. It was agreed to re-visit if anything arises from the national survey.  JB commented that the speed of changes that are being made to things such as the phone system and website is fantastic and patients should be happy.	SP
10	Surgery Update  RP discussed the summer change over of GP registrars. 4 registrars qualified and left in August. 4 new registrars joined us and will be with us for varying lengths of time. Dr Gbidi remains with as us a registrar  1 Doctor is still on maternity leave which was covered by Dr Lloyd-Owen. She has now joined us permanently and the maternity leave is now being covered by Dr Rhodes.  1 additional reception team member has been appointed and is due to start on 18th September. Currently recruiting for a further member of staff.	RP
11	O&W Primary Care Network inc vax clinics  RP explained how shared weekend and evening appointments take place here for blood tests, smears etc. The social prescribing team and pharmacists work in practices across PCN.  Covid and flu clinics have been slightly up in the air due to Gov changes. Both vaccinations can be done together and this year we have a head start on local pharmacies. Clinics are planned for 23 <sup>rd</sup> Sept (AM) and 7 <sup>th</sup> and 10 <sup>th</sup> October (AM & PM). Housebound and carehomes will be done first.  A member asked if a message will be sent our regarding any additional clinics that have been put on. SP to check with Karen Chetwynd.  Karen has also asked if any of the PPG would wish to support the clinics on these dates. This can be for the whole or part sessions. If you would like to help, please email <a href="mailto:karen.chetwynd@nhs.net">karen.chetwynd@nhs.net</a>	RP SP
12	<ul> <li>AOB         <ul> <li>A member asked if the Well Pharmacy getting a bit overrun as staff appear under pressure and queues are longer.</li> </ul> </li> <li>SP explained that they are separate company and we are unable to comment on their staffing.</li> </ul>	

- A member asked if patients can self refer for hearing aids. This cannot be done through the self referral initially as a GP needs to see first. However, patients can self refer if already have hearing aids
- A brief discussion about appointment turnaround using Contact the Practice. SP explained that we will respond within 5 working days but acknowledged that this does mean patients don't always get seen within 5 working days. We will monitor this and are hopeful that as the registrars take on more appointments and staff are back from leave, we can improve the turnaround times.

A member asked if we will we go back to booking Doctors appointments online? RP explained that the direction of travel is moving more towards triage as patient demand increases and there are less staff. RP explained that he is seeing at least twice as many patient contacts as he did 5 years ago. Booking online was squeezed because of this increase. SP will raise this at the next Operations Meeting so that a full answer to the PPG can be given.

SP

## **Meeting Dates for 2023:**

Tuesday 7<sup>th</sup> November 2023 at 6pm

## Meeting Dates for 2024:

Tuesday 5th March 2024 Tuesday 30th April 2024 Tuesday 2nd July 2024

Tuesday 3rd September 2024

Tuesday 5th November 2024