

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	<u>Approval of minutes 04.07.23</u> Minutes were approved	
4	<u>Actions' Arising</u> <ul style="list-style-type: none"> To remind reception team about online help/training <p>SP confirmed this is done regularly. Feedback from JB is good. Patients attending 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 prescription line was in operation? Can we run report to find out how many access prescriptions online and text those who don't to offer help?</p>	SP to speak with KC to arrange
5	<u>Treasurer's Report/Receipt</u> Same as before £327.75. Raised by running a raffle for hampers etc 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.	JD
6	<u>Website Refresh</u> 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 this was an option. Wording of pill form wasn't clear that it was for contraceptive pill. SP to change the wording of annual pill check and update on the website	SP
7	<u>Updated Phone System</u> 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. 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.	SP

	<ul style="list-style-type: none">• 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. <p>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.</p>	SP
	<p><u>Meeting Dates for 2023:</u> Tuesday 7th November 2023 at 6pm</p> <p><u>Meeting Dates for 2024:</u> Tuesday 5th March 2024 Tuesday 30th April 2024 Tuesday 2nd July 2024 Tuesday 3rd September 2024 Tuesday 5th November 2024</p>	