

PPG Meeting Tuesday 1st November 2022 7.00pm held at Woodley Surgery

Attendance

David, Chris, Kate, Sheena, John, Bill, Leaza, Yasmena

Apologies for Absence

Steve, Judy, Dr Louth

Unfortunately Dr Louth was unable to attend due to Covid - we all wish her a speedy recovery.

Notes of Meeting 06.09.22

Notes of the meeting were agreed

Matters Arising

There were no matters arising

Report from Parkside Practice

The vaccination clinics are going really well and booked up to 22nd November. The uptake has been really positive. Bookings for the 17th December went live today (1st November). It is hoped to complete all housebound patients this week. This has been delayed a little due to staff sickness.

Medication reviews are underway, these are for conditions such as diabetes, dementia and depression. These were delayed during the Covid pandemic but staff are working through the backlog to get up to date.

Staff vacancies have been filled. There are now 5 new reception staff and staffing levels are good.

The revised booking system went live on 17th October and seems to be working well. There is a dedicated doctor for on the day appointments and non urgent patients are being seen between 4 to 7 days. The receptionists will steer the patients to the most appropriate clinician. There are Doctors, Paramedics, Physician Associates and Nurses who can see patients.

Afternoon appointments are released later in the morning and very late in the afternoon patients telephoning for an on the day appointment may be booked into the first slots at 8.00am the next day if necessary. The waiting room is now back to pre Covid levels of patients showing that more and more face to face appointments are happening.

The wait to get through on the phone in the mornings can be 23 - 28 minutes long. Leaza is able to monitor the waiting time and keep an eye on it. The number of calls drop in the afternoons so the waiting time later in the day is shorter.

Congratulations were given to everyone managing the new system.

Covid is still an issue with staff off sick, at the moment 3 staff are ill.

The lift is now working again at the Woodley Surgery.

Leaza is meeting NHS Properties to discuss issues that need to be sorted out at the Woodley Surgery with regards to the building and lift etc.

Agreement on Finalised Questionnaire and Survey

Everyone was happy with the survey. Leaza suggested it could be rolled out in birth months. A poster asking if you would like to join the Patient Participation Group (PPG) or the Patient Reference Group (PRG) would be displayed at the Covid Clinics.

The questionnaire could be accessed by a QR code which could be on the poster and also on the Parkside Web Site.

A.O.B.

Please could everyone take a photo either on their phone or a passport photo of themselves and email it to Leaza to update the photos on the notice board.

Text message appointment reminders have been reinstated and the PPG were pleased to note this as they found them very useful.

Judy had suggested that the next meeting date is put back a week to the 10th January as the 3rd is the day after the New Year Bank Holiday. This was agreed.

Although a little early we wished all of the staff at Parkside a very Happy Christmas and a Good New Year and thanked them for their hard work throughout the year.

Date of next meeting

10th January 2023 to be held at Woodley Surgery starting at 7.00pm

The meeting closed at 8.06pm.