**Pencester Surgery**

**Patient Participation Group Meeting**

**Tuesday 8th March 2022**

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

* Welcome to new members. No new members.

Michele will work with Geraldine and Georgette on a PPG noticeboard to attract new members.

* Apologies for absence. George Higgins
* Minutes of the last meeting. Read and agreed.
* Face masks in the surgery.

Despite legal changes in the covid pandemic regulations recently, it is still an infection control requirement for staff, patients and visitors to wear a face mask and clean their hands in a healthcare setting. As a surgery we ask that everyone follows this advice when visiting the practice and any other healthcare settings for appointments. This will help protect others and ensure that healthcare services can continue to support everyone without disruption.

* Telephone calls.

1. Time taken to get through to reception.

A discussion took place regarding the wait to get through to speak with a receptionist. We are currently experiencing unprecedented demand. Because of this we are now able to book patients directly with a pharmacist for various minor ailments and it is hoped that redirecting appropriate patients will then leave our clinicians free to deal with patients with more complex problems. The call queue on the telephone system has been reduced to 10 patients so that the wait time is not too long. Members of the PPG expressed the opinion that this should have been communicated to the patients at the time so that they were aware the call queue had been reduced from 25 to 10 people.

1. List closed at 8am. Members of the PPG stated that when phoning the surgery at 8am it still had the message on the system that we were shut. The telephone system switches automatically at 8am and 6.30pm and is not something that is done manually.
2. Message every 15-20 seconds. Members of the PPG stated that the recorded message played when in the telephone queue repeats too often.

* Paula Carr Clinic.

Julie Hooper had made enquiries with Paula Carr regarding the location of the eye screening vans for diabetes. She received back from them :

*Venues due to the backlog of covid are at the moment sometimes a little further than normal. Also the eye screening service have lost some of the venues due to covid. The patients are more than welcome to ring into the programme and rebook for a closer venue, or if you can send over the patient’s details we can add a note to the bookings to book at a preferred venue.*

* Patient Survey. Possible questions to be used in the next survey were distributed and these will be reviewed at the next meeting.
* Over 75’s health checks.

We do not specifically recall over 75’s for health checks. However, individual patients are more than welcome to book with the nurse or doctor if they have any particular concerns or need advice.

* Appointments. 10% of patients take 40% of appointments.

A discussion took place about patients who repeatedly rebook appointments. This is also adding to the demand and pressure on our system and clinical staff.

* Harmonia Village. This is a home for dementia patients which opens in March 2022. There are 6 houses altogether that can accommodate 30 people living with dementia.

**NEXT MEETING TUESDAY 7TH JUNE 2022 AT 2.30PM**