Pencester Surgery

Patient Participation Group Meeting

Tuesday 6th December 2022

Minutes

Those present: Julie Hooper [Practice Manager], Mike West [Chairman], Geraldine Butchers and Georgette Rapley.

Apologies for absence: Michele Goodwin [Reception Supervisor].

The minutes of the last meeting were agreed.

Matters arising

1. Patient Survey. The survey has been carried out and the results will be collated by Mike West.
2. Hospital admissions – waiting times. All services continue to experience unprecedented demand, especially as we approach the colder months. The problems obtaining dental treatment on the NHS were also discussed.
3. Violent and aggressive patients. This continues to be a problem for the surgery. The safety of the staff is our priority and we now remove these patients with immediate effect. This means that violent or aggressive patients are placed under the special allocation scheme where patients can access GP services in a secure environment. The scheme aims to protect GPs, staff and patients who have the right to be in practice without fear of intimidating behaviour.
4. New cleaner. The surgery has seen a vast improvement in cleanliness with the start of the new cleaner. We have had numerous compliments from patients who have noticed the difference.
5. First hour appointments for nurse prescribers. The first hour of appointments are now pre-bookable on the day for minor illness.
6. AOB

* The telephone queue continues to be a problem. The queue was reduced to 10 following complaints that patients were waiting too long in the queue to get through to the surgery. It was discussed and agreed that the queue should be increased to 20. Julie Hooper will arrange this and we will review at the next meeting.

1. The date of the next PPG meeting is Tuesday 7th March 2023.