

# Patient Participation Group Meeting 24<sup>th</sup> June 2021

## Attending

Amanda Baxter – Office Manager  
Jane Clayton – Information Officer

Lynne Hewison – Patient  
Kathy Pearson – Patient

## Discussed

- Reassured patients that since our CQC inspection we have been working on the areas that the inspection brought to our attention as concerns. Informed that many areas to work on were more the surgery producing evidence of work done.
- Explained why during the covid pandemic we prefer patients to phone the surgery with queries and that coming to the surgery is for patients the doctor has requested attend for a face to face appointment. – This is to keep contact to a minimum.
- Patients want us to discuss with the doctors the possibility of having more pre-bookable appointments for patient with non-urgent problems. – have explained that currently we do not have enough capacity – we are asked to provide a certain number of appointments same day based on our list size. To provide more appointments we need more clinicians – which we have advertised for.
- Patients requested the New Manager attends the next meeting – he has overall responsibility – Explained he had not attended this meeting as he only joined the practice 10 days prior and was finding his feet.
- Also the patients feel it would be nice to meet the new GP partner Dr Alex, and that going forward it is nice for the manager and gp to attend meetings.

Next Meeting :- 22<sup>nd</sup> July 2021 5:30pm