**Patient Participation Group**

**Minutes of the Meeting on Wednesday 21st March 2024 at 11am**

**Held at The Reachout Church**

**Present:** Ann, Sarah, David, Lauren and Rayanne

**Apologies**: Peter,

**Welcome**: Ann welcomed everyone to the meeting.

1. **Updates and Matters Arising from Last Meeting**

* Unfortunately, there is no Chronic Illness Nurse currently, but there is still a locum Diabetic Nurse and a locum Respiratory Nurse.
* *Primary Care Network staff* – there are now both a Pharmacist and a Physiotherapist available each week.
* The survey for patient experiences will take place again. The forms will be printed and used in the Waiting Room. A schedule will be drawn up of people able to help with this.
* It was reported that the new phone system is much improved and working well. Also confirmed that it does have a call back option that cuts in for anyone who has been waiting a long time.
* There are two new Reception staff. The mornings are now covered by Michelle and Emma. The afternoons by Claire and Tina who will be starting soon.
* *New On-line Consultation System* – This is currently under consideration. The patient would be able to complete a form on-line for an appointment. It will have specific questions that should help the patient and also enable quicker triage. This should then improve making the appropriate appointments. It may go live on 28th March 2024.
* *Pharmacy First* – Patients can now be referred for certain minor ailments to a pharmacist who can now prescribe antibiotics.
* The relationship with the local Pharmacy has now improved and feedback from staff is much better.

***Irchester Surgery Website contains all the appropriate information***.

Another meeting is to be held in 4 months time.

This meeting closed at 11.30am