**Patient Participation Group**

**Minutes of the Meeting on Wednesday 31st May 2023 at 11am**

**Held at The Reachout Church**

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

**Apologies**: Peter, Kevin

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

1. **New Members for Group**

It has been difficult to advertise for new members recently due mainly to the fact that The Village Voice is no longer being produced.

After discussion it was agreed that a request would be put on Facebook and a poster produced to be displayed in the Surgery. It will also be placed on the Surgery website.

1. **Face to Face Appointments**

The nurses see the majority of patients face to face. Receptionists are now being advised of how to prioritise appointments. Usually they draw up the list each day which the doctors then triage for the most pressing/further action.

The question was raised about someone having waited for a month for a routine appointment and then only received a telephone call. They felt a face to face would have been more appropriate. This will be taken up and discussed at the surgery.

1. **Other Facilities Available**
* *Dr Sam* comes in on a Monday.
* *The Mental Health Worker* comes in once per month at Irchester and also once per month at Finedon.
* *The Physiotherapist* is available every Thursday.
* *The Pharmacist* – A replacement appointment is awaited.
* *Home visits* – Are still available by the GP. There is a Paramedic Team which can also visit and then report back to the GP.
* *New Travel Nurse* – will be starting next week who will also cover smear tests, asthma appointments, baby immunisations, any vaccinations and contraception.
1. **Other Business**
* *Covid Boosters* – All care homes have now been done and they are now working down the ages. The number completed can depend on how many vaccines are received.
* *Facemasks* – It is now the patients’ choice whether or not to wear them in he surgery. Some members of staff still do.
* *Extended Hours* – Will be started again following cancellation during Covid. These will be from 8am until 8pm on a Monday.
* *On-line Appointments* – are being opened up again.
* *New Phone System* – is working well. They will also be adding a call-back system to cut in after so many are waiting.
* *Diabetes Meeting* on 15th June – unfortunately no-one was available to go.
* *General Survey* – following a discussion it was decided that this could possibly be actioned by text. The family and friends text still goes out after a visit.

New modifications will be on the website.

1. **Pharmacy**

There have been a number of complaints regarding the Pharmacy. The Surgery has now spoken to the Regional Manager. It seems that they are having difficulty in finding a fixed pharmacist. Ideally the Surgery would like to work together with them as a team.

The meeting closed at 11.45am