**Carnarvon Medical Centre**

**PPG Meeting**

**Held on: Thursday 1st June 2023**

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| Those Present | | |
| Sinead Walsh (Practice Manager) | SB | MA |
| GP | PS | Shelley (Medical Secretary) |
| PP | YF |  |
| LS | CD |  |
| PS | GL |  |
| LS | JL |  |
| MF | MJ |  |
| CS | KJ |  |
| VS | MS |  |
| WJ | JP |  |
| TW | DG |  |
| Apologies | | |
|  |  |  |
| Chair | | |
| Sinead |  |  |
| Minutes | | |
| Shelley |  |  |

Action

|  |  |
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| 1. **Welcome** |  |
| Sinead introduced herself as Carnarvon’s new practice manager. She cordially welcomed everyone to the meeting and briefly explained the role of a PPG. Information regarding the role of a PPG was sent out to all interested participants.  Meetings will be held every three months.  This meeting was split into two sessions to accommodate everyone interested in joining the PPG. |  |
| 1. **New telephone system** |  |
| Our surgery will have a new system installed over the next few weeks. There will now be a total of four phones being answered opposed to the two that we currently have. There will also be a call back system for patients who would prefer to be called back. It is hoped that the new system will greatly improve the overall experience of patients phoning the surgery and getting through in a timely manner. |  |
| 1. **Online appointment booking** |  |
| This service was suspended because of the pandemic but patients will now be able to book appointments online through the NHS app. |  |
| 1. **Care Navigation** |  |
| Our receptionists are now trained in care navigation. As per new rules and regulations they are now required to ask patients for details of their symptoms that they are phoning about. This is so that they can give the patient an appointment to the most relevant clinician. They may also refer you to a pharmacist who is also trained to offer advice and medication.  Our receptionists are expected to introduce themselves and to document where patient has been navigated to. Reception has a list of each clinician and what issues they deal with. The surgery also has a social prescriber allocated to them. She can help patients with practical, social and emotional needs that affect their health and wellbeing. |  |
| 1. **eConsults** |  |
| This is an online platform patients can access through our website. Patients can request advice regarding medical problems, request administration matters i.e. sick notes, private letters. The patient will also be able to complete reviews that will be looked at by the clinician and if required an appointment will be given. These consults are triaged by our care navigators and appointments given if deemed appropriate. |  |
| 1. **Practice Manager** |  |
| Sinead’s door is always open to patients who wish to have a private conversation with her. The only time her door is closed is if she is in a meeting. Patients can also book an appointment to see her. These are held on Thursday mornings. All complaints go to the practice manager. |  |
| 1. **Parking** |  |
| The parking at the surgery will soon be managed by a private company. Patients will need to enter their car’s registration no. into a device that will be located on the ground floor. More details to follow. |  |
| 1. **Community** |  |
| As a surgery we are trying to make us more involved with our community, liaising with community groups. And setting up community group talks/discussions. If patients have any community groups, they feel would benefit from being involved please let Sinead know.  We hope to set up a newsletter soon. |  |
| **9. Prescriptions** |  |
| The surgery has three prescription clerks. There is one on duty every morning from 8 – 12pm. Prescription requests cannot be taken over the phone and can only be requested by the patient’s nominated pharmacy, online via app, email or a note dropped into the post box on the outside wall near the near main entrance. |  |

The meeting finished at 2.30PM

Minutes circulated via website