**Carnarvon Medical Centre**

**PPG Meeting**

**Held on: Thursday 30TH November 2023**

|  |  |  |
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| Those Present | | |
| CO (GP) | CD (Patient) |  |
| DL (Reception Manager) | DM (Patient) |  |
| SH (Medical Secretary) | MA (Patient) |  |
| MF (Patient) | KG (Patient) |  |
| KJ (Patient) | SM (Patient) |  |
| EM (Patient) | WJ (Patient) |  |
| PL (Patient) | GA (Patient) |  |
| CS (Patient) | MJ (Chairperson) |  |
| VS (Patient) |  |  |
| MG (Patient) |  |  |
| DM (Patient) |  |  |
| Apologies | | |
| Sinead | Practice Manager |  |
| Chair | | |
| DL & CO | Reception Manager, GP |  |
| Minutes | | |
| Shelley | Medical Secretary |  |
| Chairperson |  |  |
| Maggie Joscelyne | Patient |  |

Action

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| 1. **WELCOME, APOLOGIES** |  |
| Debbie introduced herself and sent apologies on behalf of Sinead who was unwell and unable to attend this quarterly’s meeting. Any questions that the team could not answer then please email Sinead. Introduction to Dr C Osy-Eneze, new GP recently started at the surgery. |  |
| 1. **PREVIOUS MINUTES** |  |
| Last meeting’s minutes are posted on the website and minutes will be sent out to attendee’s email addresses if these have been provided. |  |
| 1. **PARKING** |  |
| Parking Eye has been put back again and at the time of meeting there was no new date for this to be put in place. Clarification needed on the system being installed. | **Practice Manager will update when we are informed by the company of further developments** |
| 1. **RECEPTION AREA** |  |
| Suggestion box has now been installed in reception. The TV monitor cables is still ongoing, but the monitor will need to stay where it is. |  |
| 1. **TEST RESULTS & MEDICATION REVIEWS** |  |
| Test results are now available on the NHS app which patients find very helpful. It is understood that not all patients have the technology to use these platforms and every patient is contacted by text and informed of their results whether they are normal or whether they need to speak to a clinician to discuss further.  Medication reviews and medication reauthorisations are two different things. **Medication reauthorisations-** medication can be given for a certain number of issues and then the doctor will need to reauthorise these before the prescription clerk can issue the medication. **Medication reviews-** are usually done annually and involves a conversation between the doctor and the patient. These are carried out to make sure patients are on the most appropriate medicine for their health needs. It is the intention of the surgery to review the processes for these to see if there are any improvements to be made to improve patient experience. | **To be discussed and reviewed with doctors and management.** |
| 1. **SURGERY** |  |
| Dr C Osy-Eneze and Dr D Vincent have joined our team as two salaried GPs. They have replaced Dr L Ayerbe (Luis) and Dr M Perez. As recently qualified doctors, they are eager to help improve the surgery and create a better patient experience. Slowly, the patients should see a positive difference in the surgery and how patient’s health is managed. |  |
| 1. **TELEPHONES** |  |
| Some patients feel they are waiting a long time for their calls to be answered and requested if some extra lines could be installed. A new phone system was installed a while back and now there are four phones in total, two at the front desk and two in the back office. The ladies in the back should also be answering the phones. Patients should be able to get through to the surgery quicker. If the receptionists in the front are busy dealing with patients at reception the calls are answered by the admin staff in the back office. Patients should not have to wait for their call to be answered. Practice manager does monitor the situation regarding incoming calls and staff answering calls in a timely manner. Some patients are happy with the system and feel it has improved. Receptionists are helpful and pleasant. |  |
| 1. **NEW PATIENTS** |  |
| New patients: not all new patients are receiving information on the surgery, contact numbers, email addresses, and procedures for prescription requesting, booking appointments, home visits etc. The surgery will revise the information given out and make sure all new patients are in receipt of this. | **Registrations Lead to investigate and action** |
| **9. AOB** |  |
| **Blood Pressure readings: we have reinstalled the BP pod in reception area and patients do not need to see a clinician to have their blood pressure taken.**  **Practice Manager email: carnarvon.practicemanager@nhs.net**  **PPG email:**  **mseicb.carnarvonppg@nhs.net** |  |

The meeting finished at 1.15PM

Date of next meeting: Thursday 29th February 2024

Minutes circulated via Carnarvon Medical Centre’s website.

***All personal comments/issues raised by patients at this meeting have not been included in these minutes due to patient confidentiality.***