

**P.P.G. MEETING**



**Date: Tuesday 18<sup>th</sup> April 2023**

**@ 11.00am**

**Location: GP Suite Cannock Chase Hospital.**

*Minutes*

<p><b>1) Persons Present:</b></p>	<p>Dr Rasib, Sam Rasib, Chelsea Stuart, David Stagg, Pamela Burlingham, Janice Lloyd, Gillian Bartos, Patricia Higgs, Collin Billings, Susan Attwood, Sylvia Morgan, Jean Billington, Janice Wood, Keith Jones, Michael Clarke.</p>
<p><b>2) Apologies:</b></p>	<p>Sam welcomed members for joining and thanked everyone for attending the meeting. Sam then handed out information sheets that explained the changes that are happening at the practice.</p>
<p><b>3) Minutes of previous minutes held on 17.01.2023</b></p>	
<p><b>4) Matters Arising:</b></p>	<p>Recent information that was sent out to all patients, with regards to the changes at the practice. This was sent out via text message on the 03.04.2023 and also added onto Dr Rasib and Partners website.</p> <p>Gillian wanted to know more about how to order medication through the NHS app and what some abbreviations mean. Dr Rasib then explained the meaning of acute/repeat prescriptions and why patients have acute medication.</p> <p>Sam and Dr Rasib then addressed problems with recruitment at the practice. Dr Rasib explained how we had taken on two full time receptionist staff. However, one did not turn up for her first shift and the other left after 2 weeks, to which 1 week was spent off sick.</p> <p>Dr Rasib also gave the persons present an insight into how reception works and what jobs the Reception/Admin team</p>

have to do.

Sam then explained that the surgery had to make an emergency plan in case we was not able to take on any new staff. She then explained how the emergency plan has had to go live due to current staffing levels.

Gillian then wanted to know if other surgery's will be working in the same way. Gillian also mentioned that she had been advised by Reception staff that this was part of the new GP contract. Dr Rasib and Sam explained that this is not entirely correct and that in the new contract it mentions opening up new ways for the practice to communicate, which is what we are doing. Sam also explained how we have being doing a lot of research into providing more access for patients to get in touch with the surgery.

Gillian asked if patients could have a nominated person to speak to when they come to the Surgery. However, Sam explained there has not been many patients participating in the PPG group.

Sylvia mentioned that she was concerned how elderly patients are going to communicate with the surgery. Dr Rasib suggested we could make some guides for patients to help support them with some of the changes.

Dr Rasib suggested that the PPG can help by speaking with the pharmacy and encourage them not to order irrelevant medication as this wastes a lot of the GP Surgery's time. Sam also added that the PPG can use technology to help spread awareness of services that help venerable patients, as each patients needs are different.

Sam also added that the new system is quicker for patients and that hospitals have a longer waiting time when it comes to booking appointments and how this new system benefits a lot of patients. She also added that a lot of other services such as banks are mostly online and people have had to get used to the new change.

Sam explained how the receptionist staff are also experiencing a lot more abuse and how the PPG can help support this new change.

<b>5) Managers Report:</b>	
<b>6) Group Issues, Future Work.</b>	
<b>7) Chairman Nominations:</b>	Put on Hold.
<b>8) Any Other Business:</b>	No other business.
<b>9) Date next meeting</b>	

***Date of Next Meeting:***