

Rooley Lane Medical Centre
Patient Participation Group (PPG)

Thursday 16th March, 4-5pm

Agenda

Ground Rules – we will...

- Work together and get stuck in, to deliver results as a group
- Provide constructive feedback on a range of issues
- Aim to improve the experience and care for the whole practice population
- Listen respectfully
- Maintain confidentiality
- Agree that all views are valid, even if we do not agree with them – difference of opinions will happen
- Treat all members equally as individuals
- Support each other
- Have fun
- Keep to a timetable – start and finish on time

Agenda

1. Welcome and introductions
2. Update on audit of when appointments are used up and the telephone service
3. Sharon Townend from Restore College will attend to talk about future work
4. Future work you would like to be involved in with the PPG
5. Date for next meeting

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Minutes

Present:

PPG Members: SD, HM, SR

Staff: Dr D, DW, Restore College

Agenda

1. Welcome and introductions

The staff gave their introductions and HM stated this would be her last PPG meeting as she is moving house and unfortunately will have to leave our PPG group.

2. Update on audit of when appointments are used up and the telephone service

DW monitored the phones for the last month and the following times the phone message was put on regarding "No appointments left"

- Mondays = 9:10am
- Tues – Fri = 12:30pm

This is very pleasing to see that most days of the week there was still appointments left to book (Face to Face and Telephone) throughout the morning. DW also chased up with our phone provider about patients reporting they are getting the busy signal when ringing at 8am. X-ON replied saying that Virgin are releasing more lines to them meaning more people can be on the phone at 01274 223118 number at the same time. Hopefully this should resolve any engaged tones, and everyone is able to get through onto the phone system.

3. ST from Restore College will attend to talk about future work

ST from the Restore College talked to us about what services they provide and how they keen to get all the Patient groups working together in the area to support patients. The Recovery College is based in the old Asda in Dudley Hill. ST will liaise with us how we and when all the PPG teams can work together.

4. Future work you would like to be involved in with the PPG

JD asked the group to come up with some wording for the website regarding parental consent or having consent on their own. **The group are to feedback to DW a paragraph or so by the end of March.**

The PPG board downstairs is now up on the wall and ready for PPG input. This could be general what the PPG is and what we are trying to achieve including a catchy tag line across the board. Also included were sections on asking the surgery a question or help influence the way services are delivered by the Practice. The group came up also including statistics on the board regarding the Friends and Family Test and the GP survey.

JD explained there is a new GP contract coming into force from April 2023 and part of it says all GPs need to use a cloud based IP phone system (ours is) and some other things. However it isn't very clear yet what needs to be done!. We are expecting further guidance within April.

5. Date for next meeting

Thurs 18th May 4-5pm