



**Patient participation group meeting
Tuesday Dec 7th 2021, 2-3pm
MINUTES**

1. 5 pts present plus Camilla for the practice
2. Outdoor consulting room: Camilla updated on the communication we use around the outdoor consulting room. This can now all be found on the website. We expanded / improved these comms after pt feedback was received from patients who were unhappy about being seen outside.
3. Winter pressure / access update – we are very busy currently with a long back log for appts. We are doing all we can to communicate well with patients about the reasons for this, and about the importance of a GP working safely.
 - Same Day Service – sometimes up to 7 pts calling per day. We have recently sent our first message reminding pts of the criteria for this service (ie that they are acutely unwell) and asking for their understanding in using it. Pts with routine issues may now be asked by the GP to book a routine appt instead of asking for the same day service.
 - Wait time for routine appointments – is at least 3 weeks, sometimes longer, this is not good at all but is in line with other surgeries. We cannot do more with the funding we have got. We have had extra funding which we have spent on appointments provided by locum GPs.
 - Signposting – we are doing this as much as we can especially for physiotherapy, and eye clinic. It means that Patient Support team can signpost a pt to these services without them having to go to GP first. Coming next is a new way to suggest that people go see their community pharmacy – we will actually be able to book them an appt with a local pharmacy of the pt's choice. Again, this means that Patient Support team can signpost a pt to these services without them having to go to GP first.
4. Blood tube bottle shortages - this is now resolved and all back to normal
5. Covid 19 vaccines & flu vaccines – this is ongoing and continuing to take up staff time
6. Any other business
 - we are looking for pts to act as “expert patients” when we are training some medical; students over the next months.
 - People are parking in the disabled bays without a bluebadge
7. Date of next meeting – 8th March 2022 5-6pm. Probably still be on Zoom but tba

**NEW!! 2022 meeting dates: 8th March 2022 5-6pm, 14th June 2-3pm,
13th Sept 5-6pm, 13th December 2-3pm**