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**Peel House Medical Practice**

**Patient Participation Group Meeting Feedback Form**

Date: 8.3.22

Apologies: Dorothy Westell, Patricia Ramsden

In attendance: David Woodcock, Geoff Evans, Jean Battle, Ann Parkinson, Judith Halstead, Cheryl Winstanley, Katy Tregartha, Craig Lee

Key notes:

* Practice Updates- Craig ran through recent staffing changes in the practice. Dr Adnan Akram has replaced Dr Becky Roberts as Partner and we have a new GP Dr Amala working 3 days a week. We have a full time ANP joining us in May as well as a new Mental health Practitioner here 2 sessions a week and Gill the first contact physio is now in 3 days a week up from 2. Website is updated frequently with these updates as are the tv screens in the waiting room.
* Discussion around call queuing times, one group member had struggled in the queue for 30 minutes but hadn’t used the call back option, other group members had used the call back and found it helpful. This only kicks in when there are 10 or more in the queue. Craig explained that we don’t have a huge amount of patients with online access and we need to look to push this, if we can get more patients using online for ordering meds, viewing results and booking appointments then this frees up telephone staff to deal with those patients who can’t or don’t have the ability to use online.
* Discussion around patient survey – Round the table discussion revealed that the patient group are keen to be able to book ahead with a GP of their choice, they don’t want cold calls from nursing staff and want to be aware of appointments. The patients on the meeting today were quite happy to have a morning or afternoon slot for a telephone call but they were concerned that may be difficult for some patients and are keen for the survey to explore this. Discussion around continuity of care always being difficult in a large practice, the group are keen to get away from having to call up on the day for an appointment and feel that being able to book ahead would help with being able to see a GP of their choice for some continuity. Katy explained that the pandemic caused us as a practice to react to the everchanging situation, normally changes in practice take a lot of planning and huge amounts of work is done in the background. The pandemic caused quick reactive changes and looking to the future and having to live with covid we need to know what patients want, expect and what is practical for us to deliver.
* AOB – PPG member asked if there was problems with taking bloods, has had to repeat bloods more than once and friends similar as samples not tested - Katy explained there has been an issue with an individual member of staff, one of the team is being moved over onto admin and a new phlebotomist has been recruited, this is just waiting on HR checks for a start date. If further issues to let Katy know.