****

**Peel House Medical Practice**

**Patient Participation Group Meeting Feedback Form**

Date: 10th June 2022

Apologies: Jean Battle, Patricia Ramsden, Judith Halstead

In attendance: Katy Tregartha – Assistant manager, Craig Lee Practice Manager, David Woodcock, Geoff Evans, Ann Parkinson

KTr opened the meeting and thanked all for coming, this is the first-time w have met in person since the beginning of covid and the group were thanked for their contributions over zoom.

**Practice updates**

Cle ran through recent PCN recruitment, we now have a first contact Mental Health practitioner called Steve who works alongside the on-call doctor seeing acute mental health presentations. Steve also works closely with Nicola who is the in-house psychological practitioner. Both are part time and are employed by the PCN.

Ann asked about phlebotomy, KTr confirmed that a new phlebotomist had been recruited and that appointments will be available every day between 8-4pm and she will be working on 5 minute appointments.

Discussion around the 2022 survey results – see attached. The survey had a good update with 197 responses and on the whole had a positive result. The national patient survey is due out soon and CLe will look at this.

Practcie list size is increasing- general feeling form the group that thy would prefer this not to happen, explanation that we are unable to close the list and there is nothing we can do about that. On the whole a growing list size is a positive thing, it shows that patients are choosing to register with us.

**Practice tour and phone system**

The group were shown round the practice given so many changes over the last couple of years, new equipment in the clinical rooms including couches and chairs. The phone system wallboard which shows the number of incoming calls, calls answered and telephonists available.

Next meeting – December 2022 date to be confirmed