

Friar Gate Surgery

Patient Participation Group

Minutes - Friday 19th April 2024 - 2pm at FGS site

In attendance : Ann, David, Sally, Hilary.

	<u>Item topic</u>	Action/lead	Report by
1	Welcomes and Introductions		
2	One apology		
3	<p>Discussion of new phone system. Did not go to plan, but most functionality now in place. Ring back system a significant upgrade</p> <p>Once new Receptionist in place front desk will focus on patients arriving in person and not phone calls.</p>	<p>CM</p> <p>CM</p>	
4	<p>Patient Newsletter received by most 19.4.24. Also one collected paper copy. PPG requested a "What's Happen" section and more responsiveness in the newsletter. Discussion over sending by AccuRX/Email. Copy to be posted on website in due course.</p>	CM	
5	<p>Website</p> <ul style="list-style-type: none"> discussions that "get help for any health problem" now hard to find. Not as good for PC, as for some patients viewing on a Smartphone means the letters are just too small. Hard to find where to put blood pressure readings. If we can find an NHSE contact PPG would like to feedback their thoughts. Website now meets the NHSE national guidelines for compliance. DB query over staff on site. CM to update shortly 	CM	
6.	<p>Any other Business_</p> <ul style="list-style-type: none"> DB wanting to look at virtual PPG meetings for patients who can't attend the Friday meetings. DB wanting PPG to join national association. CM to sort 	CM	
7.	Date of Next Meeting - 24.5.24		

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