

Friar Gate Surgery

Patient Participation Group

Minutes - Friday 12th July 2024 - 2pm at FGS site

In attendance : Ann, David, Hilary, Sally.

	<u>Item topic</u>	Action/lead	Report by
1	Welcomes and Introductions		
2	No apologies		
3	Matters arising <ul style="list-style-type: none"> • Excellent talk by MG on Social Prescribing • Joining National Association still ongoing 	CM	
4.	Capacity and Access (Part 1) <ul style="list-style-type: none"> • Discussions around CPCS and move to Pharmacy First. How referrals are triaged and made by non-clinical team. • GP Improvement Programme – initial discussion about phones versus website patient contact numbers and review • Hospital letters discussion – Medical Secretary KS attended to answer questions more fully 		
6.	Any other Business_ <ul style="list-style-type: none"> • Request for a greater understanding of the roles within the surgery • Discussion about review of messages • Request for Greener Surgery discussion for future meeting • Reminder that more discussion on Capacity and Access to be continued at further meetings 	CM	
7.	Date of Next Meeting - TBC		