

**Patient participation group**  
**Meeting 2<sup>nd</sup> of September 2021**

**Attended:** Dr Clare Orrom Swan (Partner) COS, Siobhan Moriarty, (Practice Manager) SM, Nicholas - NB and Arnie - AA

**Agenda item 1 - Welcome and introductions**

Siobhan welcomed patients, Nicholas and Arnie to the meeting.

**Agenda item 2 - COVID in the practice and Flu season**

SM explained that the practice is still adhering to the COVID guidance put in place for General Practice. Patients and staff are still required to wear face masks and social distance where possible. Queries whether boosters are going ahead. Practice has received no update as to when the third booster will be offered to patients. It was being considered to be given alongside the flu jabs this season; however, practices were informed last week that they should book their own clinics and plan the flu season as they normally would.

SM said that the first wave of invites has been sent to the over 65s and under 65s for their vaccinations. Clinics have been scheduled with Samira, HCA and Practice Nurse, Marie for the week commencing the 20<sup>th</sup> of September.

**Agenda item 3 - Art project**

COS suggested that the practice has plenty of wall space and would like the practice to give local artists an opportunity to display their artwork.

Both NB and AA agreed this was a great idea. Possible idea was to start advertising the project within the practice to generate interest.

**Agenda item 4 - New telephone system**

A new telephone system has been installed in the practice and has been working very well. Each reception member has access to their own dashboard to view number of calls coming in, meaning if numbers are high everyone in the admin team can help to reduce the queue. SM has received positive feedback that the new system has improved access for patients. SM gave AA a demo of the phone system, how it works and how reception can now manage the inflow of telephone calls.

**Agenda item 4 – Appointments and Access**

SM asked whether the PPG members had experienced any difficulties with the current appointment system and if they could provide feedback.

AA asked whether appointments could go back online which may help with the number of calls coming into reception.

Both SM and COS agreed to take this to the next business meeting for further discussion.

**Date of next meeting: TBC**