

PPG MEETING

Date

Fri 04 Jul All day

Confirmed attendees

Amy Hood, Sara Jackson, Kate Slater, Tyler Bailey

Other Attendees

GW,RW,PW,CC,SD,TF RH-Chair

Details/Agenda

Details/Agenda:PPG MEETING Fri 4th JULY 2025

1. Welcome
2. Introductions
3. PPG Suggestions box
4. Notice board
5. Take up of using the new appointment services on the app - Kate
6. Practice update – Kate

- o Building / anti-social behaviour
- o Staffing
- o DNAs

1. AOB
2. Date of next meeting

Minutes

Minutes:

Welcome and apologies:

Welcome from the Chair Mr Richard Harris

DS,GD,FMS,MH send apologies

Introductions

Round robin to welcome and introduce new Care-Coordinator Sara Jackson

PPG Suggestions box:

- RH suggested that we have 2 suggestion boxes, one on each side of the reception area.
- Perhaps change the name from Suggestion box to Comments box?

Call times:

- KS explained that the call waiting times have gone down from 10 minutes in February and 6 minutes in November.
- It is currently 4 minutes excluding Monday mornings.
- Use of AccuRx total triage may have reduced calls, on average 2-10 Admin requests per day
- 55-65 requests in February
- 35-40 requests in November
- KS also explained the call back system and the TV screen in Reception office that shows calls waiting, average waiting times and volume of call.

PPG Notice board

- Concerns that not clear to see and too small to read unless very close to the board.
- Need to keep it current and look at font size/more colour with Fiona who is PPG Lead on Noticeboard
- Fiona can send us anything that she would like to be printed out and Sara will print and laminate.

Practice update:

- KS-Extended access - PCN working on Blood Appointments in enhanced access which will hopefully be bookable soon. This will increase our Utilisation which has decreased slightly.
- Our new Website - has had 2.9 thousand visitors in the past 90 days,2000 of these have been unique visitors.
- TV screens in waiting room, KS working on getting 2 TV screens for each side of the waiting room, showing rolling presentations each month
- This will make the waiting area less boring for patients.
- FLU Campaign- We have a provisional date for our Flu Clinic as Saturday the 4th of October, there will only be one Saturday clinic.
- We may use the small downstairs room on Weds/Thurs/Fri leading up to the 4th for flu clinic too.
- Covid- KS is looking into possibly doing covid jabs at Swallownest Health Centre and will update when risk assessments etc have been done.
- Much more positivity on social media in the last 6 months regarding the Health Centre. No Anti-social behaviour at the moment to report.

Building:

No issues to currently report

Staffing:

- New GP's- Dr Matewe and Dr Brews
- Dr Matewe unfortunately leaving mid August as is moving to Australia
- Dr Whittaker will be replacing her but won't be starting until the end of September.
- Vacancy for Chronic Disease Nurse for Housebound patients.
- 2 days per week dealing with solely housebound patients.

DNAs:

Currently 3.4%

AOB:

No AOB Discussed

Date of next meeting:

10th October 2025

Action notes:

No Actions