**LIME TREE SURGERY**

**PPG MEETING**

**HELD ON WED 22 JUNE 2022**

**Meeting chaired by:** Alison (Reception Manager)

**PPG present:** JW, PK, CH, PB

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| **AGENDA ITEM** | **DISCUSSION & ACTIONS** |
| 1. Alison’s return! | All agreed it is wonderful to have Alison back – she has been missed! |
| 1. New phone system | Installed last September – how are they finding it? All agreed much better system, phone being answered quicker, easier to get through. |
| 1. New BP machine in the waiting room | Great initiative – also increases access and very convenience – no need to make an appointment |
| 1. Phlebotomy services | Now being done here. Again, all very appreciative of this. Much easier to come to own surgery instead of having to travel to hospital or make appointment elsewhere. |
| 1. Pre-bookable flu jabs | We will try the same system as the COVID clinics where patients will receive a link to book in their own flu jab at their convenience. This worked well with the COVID clinics. |
| 1. Current appointment status | We are now working towards 75% face-to-face (F2F)/telephone ratio with our appointments. Patients can still have telephone appointments – some prefer this, as it gives some flexibility. Opinion is that this is very welcome – friends who are registered elsewhere are still finding it difficult to get F2F. Suggestion from PPG to release appointments twice a day instead of just at 8am |
| 1. PCN staff – pharmacist, social prescribers, health & wellbeing coach and mental health nurse | Alison explained the role of all these PCN staff, asked how we can get patients to use them more. Suggestion is to increase awareness through waiting room posters and texts. |
| 1. Extended access appointments at Beechdale & Greenfields | More appointments are welcome, but some patients are not happy to travel and have cancelled GP+ appointments because of that. They preferred the F2F appointments in town. Unfortunately, we have no control of the location of the extended access appointments. |
| 1. How best to deal with violence/aggression from patients | Not acceptable – zero tolerance agreed, but also add poster to emphasise CCTV in operation in the reception area – this may deter some people. |

**Next meeting: Sept/Oct 2022**