

The Station Practice

PPG MEETING

Friday 01.03.2024

Attendees:

Corinne Martin (CM)– Practice manager

Dr Pedro Ponte – GP / Partner

Ioana Gergely (IG)– QOF manager/care coordinator

Lorand Gergely – Reception/IT manager

Larissa Latosuo – Medical Secretary

SH - PPG Member

NH – PPG Member

AH – PPG Member

KA – PPG Member

GV – PPG Member

JL – PPG Member

SG – PPG Member

Apologies:

Sarah-Louise Underdown – Senior Administrator

Judy Roots- Deputy PM

Agenda – PPG MEETING

Introductions & Last meetings minutes recap

Everyone happy with no introductions
CM going through minutes from last meeting.

Emailing minutes

Emailing the minutes to all PPG members to be agreed and allowing enough time for them to review and reply.

Actions

- *It has been decided that PPG members have ONE MONTH to review and agree with the meeting minutes. Members should make Sarah aware if they wish any detail to be*

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amended. Minutes will not be published on the practice website until all members are happy with them.

Discuss PPG Chair

As a vote, it was decided that SH is the PPG Chair. He will be liaising

Actions

- *It has been decided that SH is the new chair*

New Website

IG going through the new website. PPG member's feedback positive. Keeping the website updated but easy to navigate.

No actions

Newsletter

IG shared two versions of the newsletter for those who are visually impaired. SH suggested this to be emailed to the PPG members so it can be reviewed.

Actions

IG to email link for the newsletter to be reviewed by PPG members, including the Meet the Team poster.

Discussion about carers

Discussed planning a day for carers to attend the surgery. More support and information to carers as "care for carers". We have register of carers, SH would like to know some numbers so we are aware.

Actions

- *We have register of carers – IG to provide information about the numbers and breakdown of carers. This could be a topic for the next meeting.*
- *Carers coffee morning.*

Dr Ponte attending

Dr Ponte thanking the PPG members, highlighting the importance of having people who are willing to get involved to improve the practice.

Dr Ponte explaining the current difficulties we are facing, especially recruitment. Discussion about the current telephone system, appointments and general running of the practice.

Dr Ponte explained in details the new appointment system the surgery is looking to implement and the positive effects it will hopefully result to. Talk about call back system for patients waiting on the line to make appointments, triaging every call and improving availability for everyone.

Actions

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New appointment system hopefully available from April. New system has two major goals: To stop 8am rush for appointments and to provide face to face appointments and same day appointments for all those who truly needs them. Also then it will be possible to book in non-urgent patients in 2-5 days' time.

Next meeting and Other businesses

Next meeting in June – SH to liaise and confirm date and also to agree the next topic to be discussed on the next meeting

Action

CM has asked the PPG members to please inform/ reply to Sarah's emails to confirm their attendance so we can be aware of the numbers and plan accordingly.

IG to provide data around our number of DNAs.