

IMPROVING HEALTH MEDICAL CENTRE MINUTES OF PATIENT PARTICIPATION GROUP MEETING

held on 17th January 2024

Present: [REDACTED]

Improving Health Reps: Denise Robinson. Dr G Singh

Item	Outcome	Action
Welcome	Welcome to members and Introductions	
Apologies for Absence	[REDACTED]	
Minutes of Last Meeting		
Matters Arising	Face book page We have not yet set up a page but hope to do this over the coming coming months. This will be an information only based platform.	LS
Agenda Items:		
New Staff	Receptionist: Jody [REDACTED] GP Trainee: Dr Seerat Aleem	
Apointments and Practice growth	Dr Singh shared slides informing group of significant growth in patient numbers over the last few years and how the practice is proactive in introducing additional appointments to support capacity issues. Additional 7K appointments over the last year. Winter access apointments 4 per week.	
Online triage	The surgey is encouraging different ways of working. Online triage is working really well. When we reach full capacity we offer patients the oppportunity to complete an online triage, these are generally actioned within 24hrs many less than 12hrs. We have allowed additional capacity to manage (9 appointments per day)	

<p>Respiratory Hub Service</p>	<p>We are now offering patients with respiratory illness an appointment at our dedicated hub held at Phoenix Centre, Wolverhampton. These appointments are booked by the surgery and patients have a dedicated appointment time. This is not a sit and wait service. The service commenced on 4th Dec 2023 and will continue to run until 31st March 2024</p>	
<p>Minor Surgery</p>	<p>The practice is now offering minor surgery, joint injections.</p>	
<p>PPG Chair</p>	<p>We are currently in the process of nominating a PPG chair. 2 PPG members have expressed their interest in this post.</p>	
<p>Telephone System</p>	<p>We have now procured a new telephone system (cloud based) This will help us monitor call volumes and telephone recording will help with the management of complaints and abuse. The system is planned to go live in February.</p>	

Date & Time of Next Meeting	TBC. Denise to contact patients regarding date and time of next meeting	DR