

# Notes & Actions from Preston Park PPG Meeting 11 July 2023

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A hybrid meeting held at 6pm In the Surgery Meeting Room and on Microsoft Teams

**Attended:** Janak Chauhan (Practice Manager), Mark Richardson, Sue Barton, Barry Eliades, David Bowden, Barbara Lowman

**Apologises:** Andy Cheng, Ray Robinson

## Report back about actions from the meeting on 15/02/2023

### Booking Surgery Appointments On-line?

- The GPs are not keen to enable on-line booking of appointments with GPs as triage cannot be done.
- It was pointed out that a number of other surgeries do allow it. It was suggested that perhaps there could be a trial and perhaps include a simple on-line triage? Janak will investigate other surgeries in the PCN ask our GPs again. **ACTION Janak**

### More Disabled Parking?

- The council have said no! They just renewed the two GP bays.

### Could the telephone answering message be shorter?

- Yes – this is about to be done.

### Surgery Plan for next 2 years

- The surgery has developed a 2-year plan and Janak will propose a date and time for some of us to meet with him to hear about the plan. **ACTION Janak**

### Publicising Information arising from our meeting

- It was suggested that a summary of information that arose at our meeting should be put on the Surgery website. However, the surgery is about to change their website provider so this idea is deferred until the new website is live.
- Janak will ask us to help with the development of the new website. **ACTION Janak**
- Mark mentioned that at the request of Janak's predecessor he'd provided ideas for improvement of the then new website (i.e. the current one) but the providers didn't implement them. Mark will send Janak a copy of his report. **ACTION Mark**

### Getting a wider patient representation on the PPG?

- The list of 50 patients who replied to Janak's email last year inviting patients to join the PPG was unfortunately deleted before it could be sent to Mark. It is hoped that the Newsletter will elicit some applications.

## Practice news (Janak Chauhan)

- Recruited two more doctors providing an extra 9 sessions (half days) per week - hence more appointments will be available
- Trying to recruit a practice nurse but it's proving very difficult to recruit nursing staff.
- New patients can now register online to join the surgery. A leaflet has a QR code taking the applicant straight to the website.

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## Comments on Summer Newsletter

- All thought the Newsletter is excellent – very informative and attractive. Janak was congratulated. There will be a newsletter every 2 months or so.
- It was felt that perhaps there is a need to include items that make people want to seek it out and want to read it. Suggestions included stories such as ‘a day in the life of a ... (doctor, nurse)’, an article from a GP.
- The newsletter will be available in the surgery and on the websites (Surgery and PPG’s). It was suggested that its take-up and effectiveness should be measured.
- It was noted that social media (Facebook, etc) could be used to remind people to go to the website to read the latest Newsletter. **ACTION Janak**

## Review of Patient Welcome Leaflet

- All thought it excellent. Janak thanked those of us that provided comments and corrections which have been incorporated. Janak was congratulated on the Leaflet.
- Patients particularly like the table of GP availability. It was noted that most GPs were only available for appointments on a few days each week. Janak pointed out that GPs do also spend time looking at blood test results, updating their systems, writing referral letters, etc, and some also attend external NHS meetings. But getting a satisfactory work/life balance was also needed given the extreme pressures that GPs are under.
- The leaflet will be on both websites as well as being available in paper form
- It will be updated regularly

## **Date of Next Preston Park PPG Meeting**

**6pm on Thursday 28 September 2023. This will be a hybrid meeting in the Surgery meeting room.**