

Minutes of Patient Participation Group Meeting

Tuesday 8th February 2022

Present: Karen, Carol

Apologies: Mel, Elaine, Michelle, Janette

Minutes from the last meeting

We have a new GP who has joined us as a salaried doctor. She is working 2 days a week. Her name is Dr Katie Owles.

Newsletter

As we have not been able to meet for a couple of months, we will make the next newsletter the spring newsletter in March.

Friends and family test

The results for December 2021 were 97% of patients who would recommend us, and the same for January 2022. Many very positive responses received including "staff all helpful", "good friendly service", "doctor I saw was kind and caring and listened to my concerns, gave me a thorough examination". One comment said "good service but had to wait half an hour to be seen". The doctor who saw that patient is not normally running late, but we won't know which patient it was. Agreed it is very encouraging to have such positive comments, although if we had some comments who would not recommend it would help us know what patients would like us to work on to improve.

Covid vaccination update

Following the Prime Minister's announcement in December 2021, all of our routine work was stopped and moved over to Covid booster vaccinations. We had a successful campaign, delivering over 1000 vaccinations in that month. It is more difficult now to get people in for their boosters. We discussed whether this is because people don't see Covid as so much of a threat anymore. Agreed we will put messages in the newsletter to try to encourage people to take up their booster vaccinations.

Building works

The building works are proceeding, and the practice are looking forward to opening their new consultation rooms. The planning application for the second phase of works has not passed planning. Highways have put in an objection due to parking issues. These objections would be very difficult to overcome, and we think the matter will probably have to go to committee where we hope that the counsellors will support the application in view of the desperate need to have medical facilities for all the new residents of the town.

Future Meetings

Tuesday 8th March

Tuesday 12th April

Tuesday 10th May

Tuesday 14th June

Tuesday 12th July

Tuesday 9th August

Tuesday 13th September

Tuesday 11th October

Tuesday 8th November

Tuesday 13th December