

Minutes of Patient Participation Group Meeting

Tuesday 8th March 2022

Present: Mel, Michelle, Karen

Apologies: Elaine, Carol, Janette

Minutes from the last meeting

No issues with the minutes.

Newsletter

Michelle said that she wishes to remain a member of the patient participation group but will have less time going forward. She would like to pay for a friend of hers who is in marketing to create the newsletter for us.

The next newsletter will be finalised at the April meeting. It will be a spring newsletter so we will cover the following topics: hayfever, allergies, training days, introducing the new GP Dr Owles, information about the spring Covid booster programme, figures for face to face appointments, thank you to the Rotary Club for the ABPI machine and a plea for more drivers for TADD. We will put something in the newsletter to explain why sometimes appointments run late, following on from a comment in the friends and family feedback. Karen will send across to Michelle information about the spring booster Covid vaccination programme, figures for the face to face appointments, information about the ABPI machine and reasons why appointments sometimes run late.

Friends and family test

The results of the friends and family test show that 96% of responses say they would recommend us for February 2022, 2% don't know and 2% would not recommend. This is a 15% response rate following 2,183 appointments which were followed up. Michelle said that she had not received a friends and family text. KW will follow this up. The verbose comments were very encouraging, including "seen early", "no wait", "friendly staff", "staff helpful and courteous", "Dr Wake extremely welcoming and understanding", "the student doctor really listened", "quick to get an appointment" and "receptionist friendly but appointment was 25 minutes late". We cannot see from the test who the patient was as the test has to be anonymous, but we can see that it was a clinician who does not normally run late. We will put some items in the newsletter to explain to patients why this sometimes happens.

Building works

The building works are proceeding at a good pace. One new clinical room is now ready, and the other room should be ready in April. We will then be looking to progress the 2nd phase of building works.

Lloyds

Lloyds Pharmacy in Towcester have had to close twice this week due to lack of pharmacist. KW will let the prescribing team at the commissioning group know about this.

Future Meetings

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