**Minutes of Patient Participation Group Meeting**

**Tuesday 14th February 2023**

**Present: Mel, Michelle, Sheila, Beverley, Karen, Janette, Richard**

**Apologies: Carol**

**Welcome new members**

We welcomed the 2 new members to the group, Beverley and Sheila.

**Minutes of the last meeting**

We discussed the ongoing issues with Lloyds Pharmacy which have not improved. We understand that Jardines are taking over Lloyds Pharmacy at the Brook Health Centre. This was scheduled to complete in March. We are hoping that this will bring some improvement as the problems at the pharmacy are impacting heavily on the practice.

**Friends and family test**

We discussed the results of the friends and family test for January. 97.5% of respondents rated the service as good or very good. The question was asked whether we can compare our results with other practices. KW will look into this. There were a large number of very positive comments. We reviewed the negative comments. As the survey is intentionally anonymous it is difficult to get further information about any negative experiences. One person put a comment about the phlebotomist not choosing an alcohol swab before taking bloods. However this is no longer recommended unless taken from an artery in hospital.

We discussed changing the second question. We decided to change it to ask whether people booked online, by phone, in person or via a texted link.

We discussed the increased demand on the practice due to the expansion of the town. This is impacting on the waiting times for appointments and to get through on the telephone. The practice have increased the number of doctors and staff employed but problems meeting demand persist.

**Newsletter**

We discussed the production of the next newsletter. This is used to provide information for patients about the practice and self-care. We said that in the next newsletter we will encourage people to get online.

**Use of NHS app/online**

We discussed the NHS app and how to encourage people to download and use it to book appointments, see test results and order prescriptions.

Mel, Michelle and Beverley are happy to come and talk to patients at the practice and help them download and use the app. We will have a session on Saturday 25th March between 10 a.m. and 12 p.m.

Michelle will produce some posters to advertise the event, and a crib sheet for patients to take away. KW will let Michelle know what people need to bring along to enable them to be set up on the app.

**Next meeting**

Tuesday 14th March 2023 at 6:00 p.m.