

**Birchwood Medical Practice  
Patient Participation Group Meeting  
Thursday 2<sup>nd</sup> November 2023 – 6pm**

Attendees: (KR) – Practice Manager  
(ZW) – Deputy Practice Manager  
(KA) – PPG Member  
(SB) – PPG Member  
(DC) – PPG Member  
(AG) – PPG Member  
(LH) – PPG Member

**1 Welcome**

Everyone introduced themselves to the meeting. Welcome to our new member DC.

**2 Research**

Helen joined the meeting via Microsoft Teams and gave a background to the Research program and Birchwood's continued involvement with this.

**3 Covid & Flu Vaccination update**

KR advised the uptake has been very good. We have a few Thursday evening clinics to do. Members commented on how efficient the experience had been for them.

**4 New Partners to the Practice**

Dr Amanda Humphreys has now joined the Practice as Partner from the 1<sup>st</sup> November 2023.

**5 New Members of Staff**

ZW advised that we would be losing 4 members of Reception, 2 due to retirement – one staff member having been with the Practice for 22 years, one to move on to pastures new and one to move Spain.

We have managed to recruit 4 new receptionists all due to start over the coming month.

**6 Practice Newsletter**

KR advised that the Practice Newsletter had been sent by text to approximately 3,000 patients and that printed copies were available from Reception. Members comments on the newsletter were sought and the following points were raised:

The paper copy was very hard to read still - they said it needs to be bigger.

Information on the GO survey results from this year to last year and it not to say press this link have the graphs in there to show them.

They would like brief information on -

How to get a repeat prescription.

How to book and cancel appointments

Airmid information

They loved the awareness months info.

They would like information on if the fire service offer home checks still for smoke detectors.

If abbreviations are used, the definitions of these need to be provided.

They would like to review the next one before it is sent out.

## **7 Members Contribution**

LH asked about the shingles program. ZW explained that this is a bit confusing at the minute as the vaccine is not available to everyone over 65 – it is only available to this is just to make sure that the levels of vaccine do not deplete too early.

Eligibility D.O.B's is as follows:

01.09.1953 to 31.08.1954 (turning 70 and anyone aged 70 to 80 who has not already had).

01.09.1958 to 31.08.1959 (turning 65 between September 2023 and September 2024).

DC passed some information to ZW to give to Nurse KS to aid her in her cancer care reviews. This was following on from a previous bad experience that DC had in regard to this.

## **7 Any Other Business**

AG asked if minutes from the previous meeting could be shared as she had not received these. Minutes of previous meeting to be added as a standard agenda item.

KA asked if we had a good uptake of patients using the NHS app. KR replied to say that the uptake has been good we are promoting the app in our newsletter and looking to help people set it up if they need help in workshops with the admin team.

## **8 Date of Next Meeting**

Next meeting to take place on Thursday 1<sup>st</sup> February 2024 at 6pm.