

**Birchwood Medical Practice
Patient Participation Group Meeting
Thursday 29th June 2023 – 6pm**

Attendees: (KR) – Practice Manager
(ZW) – Deputy Practice Manager
(SB) – PPG Member
(RA) – PPG Member

1 Welcome

Everyone introduced themselves to the meeting.

2 Covid Update

The spring booster campaign has now finished. Vaccines will only continue to be offered to immunosuppressed patients. However, these will not be done at the Practice.

Uptake for the spring booster was quite good, better than expected.

3 Financial Situation of PPG

No fundraising has taken place since 2021 due to covid. The PPG are quite keen to do more fund raising. We are hopeful that we may be able to set up a tombola stall at the upcoming Autumn Covid/Flu clinics. KR will feedback if this is possible.

4 New Staff

There is a new Receptionist. She is covering maternity leave and works 5 days a week.

We have a new Mental Health Practitioner. He is working at Birchwood 2 days per week (Monday and Tuesday).

5 Appointment System Update

Due to the GP contract changes, patients are now to be offered an assessment of need the day that they contact the surgery. This does not necessarily mean they are offered an appointment, but their need for an appointment/intervention must be assessed.

Reception can no longer ask the patient to ring back the next day. They can be directed to the Community Pharmacy Service, Accurx (online) or directed to 111. This is very early days and it is going to take some time to get used to new ways of working. ZW to update on this at the next meeting.

6 Members Contribution

SB wanted to feedback some very good service she has recently received from the Practice. RA explained that she was recently given an appointment for a telephone callback but the GP

phoned earlier than the allocated time. RA found this frustrating as she had set aside time for the callback, and because she missed the call the GP did not phone again.

ZW apologised for this. Appointment times should not be given out for telephone calls as the GP's can ring at a different time to help with their workload.

ZW to feed this back to the Reception team and the GP's to try to adhere to times allocated.

ZW gave an overview of the training that the Practice offers to medical students, student nurses and the stages of GP training. Currently we have one student nurse and two medical students – all on six week placements, one F2 doctor, two ST1 and three ST3 doctors. We are due the next rotation in August. Trainee doctors stay with the Practice between 4 months – 1 year depending on the stage of their training.

Date of Next Meeting

It was agreed that meetings would be held on a quarterly basis. Next meeting – Thursday 2nd November 2023 at 6pm due to covid and flu vaccination clinics (no meeting in September).