1. Attendees

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| Frank Smith **(FS)** | Jo Shepherd **(JS)** | Claudette Neville (**CN**) |
| Jill Westwood (**JW)** | Anna Gilson (**AG)** |  |

Apologies – Betty McBride **(BM),** Jan MacFarland (**JM)**

1. Minutes of last meeting – Tuesday 7th March 2023, approved and signed
2. Matters arising

* NHS App guide leaflets have now been provided and are being given out to patients.
* Engage Consult – this has been delayed because of a software delay. **CN** said that once it is in place, we could create a leaflet explaining the process for distribution throughout the area. We have some grant remaining (£160.50) and **FS** said that FoBS may be able to contribute to the costs.

1. Covid-19 vaccination programme – **CN** reported that the vaccination clinic at Woodlands is open until the end of June. This is on different days each week and she publicises the times on the eBulletins and Facebook. Vaccinations are for over 75s, immune-suppressed and those who have had only one vaccination.
2. Patient questionnaire re appointment system – **JS** has drafted this and will arrange a date to discuss with **CN** before circulating.
3. Practice update **JS** reported that:

* Face masks revised policy – face masks are now optional, they are no longer required unless you have respiratory symptoms.
* New GP contract from 1st April 2023 requires improved access to the GP. If there are no appointments available the Receptionists are required to suggest alternatives where possible. The system will be monitored by the NHS looking at capacity and demand.
* **JS** shared some of the results of the random patient questionnaire issued nationally. Fairfield scored fairly well although the weakest results were about booking appointments. However, the questions were rather vague and the aim is to be more targeted in our own questionnaire to try to find out where the problems are. **AG** said that she has had problems with telephone consultations as the time is not specific and can happen eg when she is driving. **JS** said that patients can state times that will not work when booking the appointment. A limited number of face-to-face appointments are now available without a prior telephone consultation

1. AOB -

* **CN** will represent the PPG at the Parish Assembly. **JS** gave her some NHS App leaflets to give out.
* **JS** reported that some patients continue to be very abusive to Reception staff. The meeting expressed their concern and **JW** said that in her experience the staff were very helpful.

1. Date of next meeting - Tuesday 18th July 2023

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