

Minutes of PRG Meeting on Wednesday 22nd August 2018 at 12.00pm

At Sycamore House Medical Centre

Attendees:- Mrs KB, Mrs JM, Mrs AD, Mrs MW (Chair), Mrs JB, Mrs JB, Mrs ES, Mrs JC, Mr GS, Mrs SS, Mrs PJ, Ms LB, Mrs PL, Mrs LS

- Welcome and Introductions, greeted new members to the group.
- Minutes of the last meeting were discussed.
- Mrs KB advised of the departure of Mrs Lynn Butler Receptionist and the arrival of our new receptionist Mrs D Underhill. Mrs KB advised that we have a new nurse in place, Mrs Andrea O'Donnell and a new Health Care Assistant starting in September
- Information of contacts were given to Mrs JB in relation to a potential awareness day
- Mrs KB advised that the feedback from patients regarding the new self-arrival screen has been positive and one PRG member agreed that they thought the self-arrival screen and text reminder were very positive.
- Some PRG members advised that found the new patient access not very user friendly, Mrs KB confirmed that unfortunately this was out of our control as it is not our system, although we could get some contact details for the site to give patient feedback to them.
- Mrs KB advised the Patient group of the upcoming flu campaign and advised of the flu clinics of 26th September and 4th October. **An additional date has since been added of the 15th**
- Mrs KB advised that it was that time of the year again where we collect our patient satisfaction survey's and that these will be available in the next couple of weeks in the surgery and are particularly targeted at flu time to get the most uptake of responses. Mrs JB offered her help in assisting patients to complete the surveys on some of the flu clinic days. PRG members suggested the practice could send a text message to patients making them aware that a patient survey is available to complete when they attend the surgery upto the end of October.
anonymous

- There were some changes to some GP surgeries in Walsall and this had been advertised in the local chronicle newspaper. Mrs KB advised that the information was also available in reception.
- The AGM was discussed and was agreed that we would do this at our next meeting on Wednesday 28th November.

Next Meeting:- Wednesday 28th November 12-1pm