

**Birchwood Medical Practice
Patient Participation Group Meeting
Thursday 16th March 2023 @ 18:00pm**

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

1 Welcome

Everyone introduced themselves to the meeting.

2 Introductions

KR advised that she sent an invitation to join the group by text to patients. She received two responses to the invite, RA being one of the people to join. RA was welcomed as a new member of the group.

3 Practice News

Spring Covid boosters are to be offered to patients in Care Homes and those over 75. We have minimal information on this, but information will be shared in due course.

PPG members offered to help at the clinic (potentially 22nd April 2023). We may be able to look at getting a tombola together in order to raise funds for the PPG.

4 Members Contribution

SB wanted to pass on thanks as she recently contacted the GP and received an efficient service.

Comments were made about a recent negative article on a local social media platform. KR advised that The Practice was aware of this.

ZW gave a brief outline of the telephone system and the fact that calls are very busy in a morning. The Practice services over 10,000 patients and hence why there are often queues in a morning. Patients are also able to request appointments at the front desk early mornings and this does often happen.

5 Any Other Business

KR stated that there are some changes coming to the GMS contact. Nothing has been formally set in stone, but it will likely change the way the surgery works. Patients are to be offered some sort of service at the point of initial contact. This is all still in discussion.

KA asked for clarification on how patients are dealt with, once all the appointments have gone. ZW

advised about other services such as the Community Pharmacy Scheme, Accurx online system and how the Receptionist will triage as appropriate. Anything urgent will never be turned away.

6 Date of Next Meeting

It was agreed that meetings would be held on a quarterly basis. Next meeting Thursday 29th June 2023.