**MAYNARD COURT SURGERY**

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**Dr A Tharma (Male) M.B.B.S, BSc, Specialist Interest in Orthopaedics**

**Dr May (Female) MBBS BSc MRCGP DRCOG DFSRH**

PPG MEETING MINUTES

MEETING Tuesday 28th June 2022. 1-2pm

APPOLOGIES

PB

MG

ATTENDEES - MP, GV & VM

SURGERY STAFF – IP & SR

AGENDA

* New phone system
* Website
* Staff shortages - reception
* Childhood Imms – poor uptake
* F2F / Phone apps
* Future PPG’s – F2F or Virtual
* AOB

**Welcome**

**F2F / Phone Apps**

All agreed, less appointments embargoed in the afternoon and more appointments to be made available during the day instead.

VM questioned, going back to old days of a ‘walk in and wait’ appt. IP explained this is not safe and may be abused. But will discuss with other GP partners.

VM asked, why do reception ask me what’s wrong when I wish to make an appointment. IP explained, just need basic info so can prioritise appointment accordingly.

? the need to put on surgery phone message – when making an appointment, reception will ask what’s appointment for.

**New Surgery Phone System**

VM finds it annoying. Various options to listen too.

IP – all patients need to listen to all options as we now have 3 sites. Also, phone system has more information to listed too but will try and keep to a minimum. During Covid we had to put all the relevant information on in a message but agreed it was long winded!

**Staff Shortages**

IP explained we are short staffed in reception, and we are recruiting to rectify this. MP added that she finds Maynard receptionists to be very helpful, compared to previous GP surgery. VM, some are fine some are not.

**Future PPGs**

All agreed we need more PPG members. (We have tried day, evening and virtual meetings).

? move time of meeting to enable more of our PPG members to attend. Also, by moving the time, may attract new members as well.

IP – evening?

MP – does not mind but her neighbour could only do evenings.

VM – does not mind

All agreed next PPG will be in 3 months (September 2022)

? our PPGs mentioned at the Ninefields Residents Association meeting.

? a poster put up at WAHC

**AOB**

MP asked how things are in surgery at the moment. IP explained surgery has never been so busy since Covid finished. We are chasing a backlog of things.

MP added our Practice Nurse – MC is brilliant and looked after me very well back in December 2021.

Glennons Pharmacy

PPG members all agree they like Glennons but mention delivery service is slow and slow if need to order meds in.

As a surgery, we have ongoing problems and frustrations and feel Glennons offers a poor service.

IP updated all Electronic Prescriptions are how it all works.

Demanding Patients

Leading up to the Jubilee Weekend, which was early June 2022, patients were extremely demanding. Wanted prescriptions ASAP. At one point IP was doing 200+ prescriptions a day. Discussed how do we stop demanding patients.

? Reminders on prescriptions

? Text on our website

Surgery phone message

? What do are staff do poster for surgery waiting room/website. To list staff and job duties.

Due to time limit of todays meeting, childhood imms and website to be discussed ‘virtual’.

Next Meeting TBA for September 2022.