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| **PPG Meeting** |

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| **Date** | **Time** | **Location** |
| 13/11/2021 | 12:30-13:30pm | Dunrobin Street Medical Centre |

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| **In attendance** | Shelley, Mr & Mrs Green, Mr & Mrs Cotton, Mrs Snape, Mr Capper Mandy and Ross Dr Navya |
| **Guests** |  |
| **Apologies** |   |

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| **No** | **Agenda item** | **Actions** |
| 1 | WelcomeShelley opened the meeting  |  |
| 2 | **Dr Navya 10 minutes** | Dr Navya came and introduced herself to the group and her role as the Gp at the surgery  |
| 3 | StaffingRoss discussed the staffing and that we have been short staffed have now employed another receptionist and are in the process of employing another practice nurse but it has been very difficult to get staff at present with the current situation |  |
| 4 | Survey We have gone down in the survey with the circumstances this was expected but we aim to get this up again over the following months |  |
| 5 | General Practice NowRoss was discussing general practice now and the changes from before the pandemic to now and telephone consultations and F2F consulations.We are ow slowly bringing in more F2F consultations  |  |
| 6 | Coffee Morning – raised £125.00Sati did a coffee morning and cakes were sold and raised the above  |  |
| 7 | Primary Care Networks |  |
| 8 | Telephone We have now changed the system and do our best to answer the calls asap we always have at least 2 members of staff on calls and a call log to show how many in the queue. If need help we message to other staff to help with the calls  |  |
| 9 | WorkloadThis has increased a lot at present  |  |
| 10 | Booster VaccinesPatients are now booking their booster vaccines  |  |
| 11 | Staff ChangesNew receptionist now here and a new nurse coming soom  |  |
| 12 | Next talk?9th February 2022 12.30pm |  |
| 13 | Feedback / suggestions?The group offered any help to us we just need to let them know  |  |
| 14 | AOB? |  |
| 15 | Next PPG Meeting Date9th February 2022 @12:30  |  |