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| **PPG Meeting** |

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| **Date** | **Time** | **Location** |
| September 21 | 12:30-13:30pm | Dunrobin Street Medical Centre |

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| **In attendance** |  |
| **Guests** |   |
| **Apologies** |   |

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| **No** | **PPG UPDATES By Ross Harrison** |
| 1 | Effects of the pandemic by Shelley Burke – wanting F2F – discussed the need for more F2F appointments – to discuss with GPs |
| 2 | Moving forward and working through covid – it has been difficult – the media has not helped the situation – staff morale is low; hard for us to pick the staff up due to the current climate |
| 3 | Staffing – disfficulty in recruitment – not many people perceive the job in genereal practice to be attractive any more – minimum wage rising c. 6% per year – they are closing the gap on admin/reception staff |
| 4 | Survey – national survey was surprisingly poor for our standards. We will continue our strive for excellence – we have reviewed the survey and implemented changes to appointments, phone lines and recruited additional administration staff |
| 5 | Phone calls – has been issues with the phones – these have now been addressed – improvement in September |
| 6 | Abuse from patients is on the rise – reception have been told to inform of any incidents and I will take the appropriate action |
| 10 | Workload has increased exponentially during the pandemic due to vaccines; changes in legislation and increased infection control measures – whilst balancing the risk to staff and patients.  |
| 11 | Dougie mac – we raised £125 at the coffee morning |
| 12 | Next PPG F2F – 1st November 2021 – all members |
| 12 |  |
| 13 | If you have any questions for the next PPG meeting, please email: dunrobin.streetmedical@nhs.net  |