## **MANDEVILLE MEDICAL CENTRE**

## **PATIENT PARTICIPATION GROUP MEETING**

**Date:** 9.5.23

**Time:** 10.00am

**Chair:** Tracey Foster

**Minutes:** Tracey Foster

**Attendees**: Tracey Foster – Jean Scott

**Apologies:** DR SEIMON – A/L – covered Reception

**Patients:**

**CHAIR** Alison Hyde

 Lee-Ann Tinker

 Karen Ubertowski

 Ravinder Jain

 Alicia Satchwell

**MINUTES**

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| **ITEM NO** | **SUBJECT** | **ACTION** |
| 1 | **Apologies** – Dr Seimon | Apologised that Dr Seimon is on annual leave this meeting, but he will attend the next meeting. |
| 2 | **EXTENDED HOURS**  | Informed all patients that we now have extended hours available at the surgery. |
| 3 | **ADDITIONAL SERVICES i.e. PHYSIOS, MENTAL HEALTH, CLINICAL PHARMACISTS**  | We now have these services in place at the surgery which is of benefit to the patients.  |
| 4 | **The Front Door**  | We still have the front door closed – this help to monitor the number of patient’s in the waiting room at one time. Dr Seimon will review this again |
| 5 | **Telephone**  | We have now a new telephone system in place which informs the patient of their number of the line and hopefully will help phones to be answered quicker |
| 6 | **Hospital Delays**  | Due to COVID unfortunately hospitals are still trying to go through their backlogs – they will send patients app when available and hope that over time this situation improves |
| 7 | **AOB**  | The PPG group generally appeared happy with the surgery and the services that they currently received. We request that if possible they could bring to the next meeting any suggestions that they may have with regards to on-going patient care. |
|  | **Meeting closed at 11.00am** |  |