



**PATIENT GROUP MEETING
MINUTES OF MEETING – 02/05/2024**

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| Present : | Tower Hill - Debbie Wykes, Sarah McMulkin Patient Representatives – 13 patient group members | |
| | Notes | Actions |
| 1. Apologies | Dr T Soyannwo, Adele Russon, 3 Group Members | |
| 2. Welcome and Introductions | All were welcomed to our Patient Group Meeting by PPG Chair - John Whitehouse | |
| 3. PCN Update | New Staff Chris Graham Paramedic _ Chris will see patients with chest infections /Shortness of Breath/Cough and cold and Abdominal pain. Tom Mahoney and Beena Borhara - MSK FCP(Physio). We showed the group a slide show highlighting all problems that they can deal with. Reception Staff can book directly into these clinics, where an action plan will be put into place for the patient. | |
| 4. Telephone Update | The New system is very good and we are able to produce data to audit calls and performance. The answering of calls has increased, which has been helped by patients using the online service. The Group were shown how to request an appointment online. It was suggested that an app for this service would be a good idea. To be looked into. | |
| 5. Practice visit | Neurodivergent patients visited the practice and had a tour round the building to see if there is anything we could do improve the service we offer. We are still awaiting the report for adjustments that might be needed. | |
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| <p>6. Pharmacy Update</p> | <p>Mr S Pawar from Tower Hill Pharmacy explained the new services that they now offer.</p> <p>They can issue antibiotics for the following :</p> <p>UTI female 16 to 65 years old Sore Throat Insect Bites Shingles Ear Infection Impetigo Sinusitis</p> <p>If it is something that they can not deal with it will be fast tracked back the GP.</p> <p>Spring COVID boosters will be done at the Pharmacy for >75, also at risk and Housebound patients.</p> <p>Pharmacy opening times have changed - 9am-9pm Monday to Saturday and 8am – 9pm Sunday</p> | |
| <p>7. Any Other Business</p> | <p>Members of the Group complimented all the staff within the Surgery on their hard work which they appreciated.</p> | |
| <p>8. Date of Next Meeting</p> | <p>To be confirmed</p> | |