



**PATIENT GROUP MEETING  
MINUTES OF MEETING – 31/10/24**

<b>Present:</b>	Tower Hill – Dr T Soyannwo Adele Russon, Debbie Wykes, Sarah McMulkin Patient Representatives – 14 patient group members	
	<b>Notes</b>	<b>Actions</b>
1. Apologies	JW – chair and BW	
2. Welcome and Introductions	All were welcomed to our Patient Group Meeting by Adele and agreed we would meet every 4 months.	
3. Update on new additional staff roles	<p>The Surgery was given funding from PCN in August following the submission of successful Business plans. The funds were allocated to the following:</p> <ol style="list-style-type: none"> <li>1. SAFETY – Medication reviews with Nisha Gogna, Pharmacist are being done on Tuesdays and Wednesdays for patients that are on more than 10 items. The aim is to make sure patients are on the least amount of affective medication. 238 out of 768 of these annual reviews are outstanding and being worked through.</li> <li>2. ACCESS FOR PATIENTS - Dr Gill, Salaried GP will be doing 5 sessions per week until the End of March.</li> <li>3. PGIP Quick Start Programme (RCGP). We have been working in group sessions to look at and improve the appointment system by allocating appointments appropriately and signposting patients to the correct service. The online Footfall service has made it much easier to get through on the phone.</li> </ol> <p>The Staff have completed a template to see if they would allocate to the appropriate appointment slot and has highlighted where improvements can be made, and our aim is to uniform this and train all staff to the same standard.</p> <p>Nishkiren Hayer (Pharmacist) is on Maternity leave from November. Dr Deller will be going on Maternity leave in the New Year and</p>	

	<p>Nurse Margaret has retired. There are currently job vacancies for Reception Staff and a Practice Nurse.</p>	
4. Online Triage Telephone data	<p>There has been a vast improvement in call answering, it has increased from 65% to 90%. Debbie is keeping a close eye on the incoming calls from the live call board.</p>	DW
5. NHS Forest Orchard	<p>The Practice is making a great effort in recycling of paper, cardboard and bottles etc and buying for local sources. A wellbeing decked area for the staff has been built at the side of the car park and at the other side of this we plan to plant an orchard with approximately 20 fruit trees. Adele asked the group if there were any keen gardeners who could give advice regarding the choice of these trees. Two members said they may be able to offer advice.</p>	AR
6. Any Other Business	<p>A request was made if we could change the colours on the self-check in screen. Also, a group member was asking if male patients can all have a routine PSA blood test, we will arrange for a GP to come to the next meeting a explain about this. The Group complemented the fire service on their fitting of smoke alarms. An allocated time of either AM or PM for telephone triage calls was requested – this will be taken to the next Practice meeting.</p>	<p>DW AR AR</p>
7. Next Meeting	To be confirmed	DW/SM