

Linden Medical Group (LMG)
Patient Participation Group
Minutes Wednesday 15th May 2024

Present: CM (Practice Manager), NG (Chair) and members JI, PH, JK, JI, PH, JL, JK, JS, JW and new member AN.

Apologies: Dr MS, AN.

Action points are in ***bold/italics***.

Welcome

NG thanked everyone for coming and welcomed new member AN to the meeting.

Practice Update

CM provided an update of what has happened within the practice since the last meeting on 28th February 2024. These included the following:

- The spring Covid booster programme is underway for the Over 75's, uptake has been quite slow so far, possibly due to patients having already had their booster elsewhere.
- Staffing levels are currently static, the practice is still actively trying to recruit a salaried GP.
- New broadband is being installed today at both sites in readiness for the new telephone system, final installation date is still to be confirmed.

Patient Feedback and Complaints

Since the last meeting the DNA figures were as below:

February – 187

March – 142

April – 126

Complaints since last meeting = 4, 2 concerning administration, 1 concerning clinical treatment and 1 concerning communication.

Compliments = 4, 3 concerning GP's and 1 concerning receptionists.

Friends and Family stats show our good results are continuing.

Items raised

1. JK raised an issue with the NHS App not working for her. She is currently abroad but when she is back ***CM to arrange a member of staff to look at this for her.***
2. New sign in screen is back in reception; this has helped with the queues and waiting times at the reception desk.
3. CM would like to produce a quarterly newsletter for patients. Discussed possible items for inclusion: Appointment/AccuRx information, prescription requesting, PPG information, Pharmacy services, carer's info, seasonal advice (hay fever, holiday vaccinations etc), NHS App info.
4. Practice website is not particularly user friendly, so this is under review.

Any Other Business

None to discuss.

Next PPG Meeting Date

Next meeting date will be Wednesday 4th September at 11.30am.

CM and NG thanked everyone for coming.