

Patient Participation Group Meeting

Tuesday 29th January 2020 @ 12.30pm

In Attendance:

| | |
|-------|--------|
| Dr Q | Mrs Br |
| Mrs B | Mr Br |
| Mrs G | Mrs En |
| Mr I | Mr Hi |
| | Mrs Ba |

Apologies:

Mr Hu
Mrs Hu
Mrs Ma
Mr Pa

Jan Bold thanked everyone for coming and giving up their time to attend.

Previous Meeting Points:

The local councillor had no interest in the outside gym for the car park area as Darlaston already have one in George Rose Park.

Regarding lights on the pedestrian crossing Mr Pal was going to look into this matter, unfortunately he's been unable to attend the last two meetings to update us all.

GP appointments were discussed, 50 extra appointments had been made available by Dr Qureshi last week. The frustration around wasted appointments was also mentioned and the fact that we are unable to remove frequent 'time wasters' from our practice list.

Extended access is still operating by Waldoc who also cover our half day closing and Walsall are still promoting self-help.

A proposal is being made to the CCG to alter the surgery opening hours due to staff having to open the gates and the building. This would mean that the early morning appointments offered to accommodate patients before work would now be in the evening for after work consultations.

Everyone thought this acceptable and it was agreed that the patients who have attended an early appointment would be asked of their opinion.

The new online consultation system was explained which will be implemented in March 2020. Until this is rolled out we are unsure if the system will be a benefit.

Medication shortages were bought up with Pneumonia Vaccine, HRT and Insulin discussed in particular.

The GP's are currently looking into the design and build of a new website, in the meantime we are still listed on NHS Choices website.

A new practice leaflet is available with very useful information on the services we offer.

Safety procedures are in place regarding Coronavirus.