



NORTHDOWN SURGERY **PATIENT PARTICIPATION GROUP** **Meeting held 22nd March 2023**

Attendees:

Patients: JD (Chairman, patient), SS, TS, PR, TK, CW & LDS.

Surgery staff: Dr Ricks (GP Partner), Louise Dobbyn (Practice Manager)

1. Welcome and Introductions

The meeting was opened by JD who welcomed everybody and introduced the surgery members present at the meeting.

2. Apologies for absence

CK, DB & DD

3. Minutes of the last meeting

These were read and it was agreed and were kindly adopted by DN & TS.

4. Practice Manager's Report – March 2023

Distributed and read

AOB

Prior to our last meeting in March JD and LD sent out a covering letter reminding members of the reasoning behind the PPG, JD opened the meeting by reiterating the content of the letter.

LD mentioned that she will be putting a table in the waiting room with information regarding the PPG and a suggestion box.

CW reported that he attended A&E and was told by the Dr at A&E that he should not have attended.

DN said his wife was seen at the surgery at 8am and sent to A&E, nothing to say as you can't get a better service.

PR questioned if we should be going to A&E, she also told LD that she did not like the wood clinician when speaking to reception, she would prefer triage.

Dr Ricks explained how we work with the UTC which is for fractures, cuts and abrasions, we should not be going to A&E for these issues, and she also explained what a clinician is and how we triage.

JD mentioned the Christ Church building as a potential new site and the work that would need to be done for it to be fit for purpose.

TS said lot of patients will complain if we move, JD explained what we could do with a new building, TS asked if we could have a 'one stop clinic' in the new building, JD said that's exactly what we want to do.

TK asked how long for questions to be answered from an eConsult, Dr Ricks said the next day.

CW asked if there is a number for cancelling appointments, LD explained the ring back option on the new telephony system.

Website – LD to look at a better format

JD closed the meeting

Date of next meeting – Wednesday 26th July 2023