

Highwoods Surgery PPG Minutes

Monday 4th March 12pm

Present:

Amanda Castle (HS) Practice Manager

Dr H Fadaly (HS) GP Partner

Avril Taylor

Apologies

Temi Alaka

Sally Hammond

AC welcomed everyone and introduced herself as the new manager of Highwoods and discussed ways of recruiting new members. Will look at advertising better in waiting areas. More info on surgery facebook page.

AT knows a patient who is interested in joining and has given details of them to **AC** who will contact to hopefully join in next meeting.

Discussed phone system and how it appears to of improved patients experience of getting an appointment. Patients now have the call back system in place and queue system which appears better, and good feedback received.

AC and **AT** discussed the possibility of making the small area off the waiting area into a small POD to make better use of space. This could have the BP machine and maybe an area for mothers to breast feed if they wanted some privacy. **AC** will discuss this with partners and bring back to next PPG meeting.

Discussed the minor surgery clinics with **Dr F and** how beneficial these are to the surgery. **AT** stated it was a great service and hope it continues as makes such a difference to patients who could be waiting 18 months to be seen at Dermatology.

AT discussed waiting times at the general especially with the junior doctor strikes putting everything back.

Next meeting June 2024 date TBA

Meeting closed 1pm.