

Highwoods Surgery PPG Minutes

Friday 4th October 12pm

Present:

Amanda Castle (HS) Practice Manager

Temí

Maureen

Yvonne

Apologies from Avril

AC welcomed everyone including new members Yvonne and Maureen.

Discussed new patient registrations and now they can be done via the NHS App as well as through the surgery website.

AC advised the members that we are now the care takers of Bluebell surgery and will let them know in next meeting of any updates.

Discussed new notice boards in waiting area and how we are trying to improve information for the patients. Also we have a monthly board and info is put on there from the NHS and ICB. **Yvonne** thought it would be a good idea to have a board with an overview what clinicians do as will be informative for the patients. Amanda will look in to doing this and a board with staff photos and their roles.

We now have a new social prescriber, so we discussed what she does, and info is in waiting area. Also the care advisor who deals with helping patients fill in there forms for benefits ect. Yvonne said she didn't know these existed so was pleased to hear about them. Amanda will try and advertise these roles more efficiently.

Discussed the new phone system and if any improvements can be made. It was mentioned that the phone message states that patients can book online which is not the case at the moment so Amanda will contact phone provider and see if that can be removed.

Also, the face book page. Will keep this updated with information on the surgery.

Amanda discussed that we will be having updated screens in the waiting area so more information will be displayed for the patients and hoping this will include a calling system.

Asked for feedback on the new carpark system with cameras and patients needing to put their registration details in ipad at reception. Hoping this will improve parking for patients.

All members were happy that we have more clinicians now including Nurse Practitioners and Physio ect. Advised that patients can self-refer for Physio but we do have one here once a week.

Next meeting to be January 2025 – Amanda to confirm date