Notes of Angel Lane Surgery PPG Meeting.

Tuesday 23rd January 2024

1. June welcomed everyone to the meeting at the Surgery.

2. Present: Alison Southgate, Phil Milne,Wendy Barron, Margaret Easter, June Milne.

It was suggested that a letter should be sent to Marian to suggest she leaves PPG for the current time but is more than welcome to rejoin at such time that she is able to commit again.

3. Apologies: Dr Linn, Marian, Terry, Raj.

4. Minutes of meeting: Minutes of meeting held on 7th November 2023 were agreed and signed.

5. Matters arising: The telephone system was questioned as it appears that it is sometimes 10 minutes or more before it is answered.

It was suggested that the letter box at the front of surgery for receiving repeat prescriptions etc should be more secure as at present it is possible for anyone to access it.

6. Treasurer's Report: Phil reported there is a balance of £718.20p. Previous balance £393.20 plus £325 Christmas raffle money. The health monitor is due for service and this will cost £330.

7. Surgery News

* Phone System –

Patients are being encouraged to use online facilities where possible to enable those who have no internet access to have better phone access as it appears to take 10mins or more before it is answered. Alison explained where we are up to and how work is continuing with the new system and funding is now sorted.

* It was pointed out that the letter box at the front of the surgery for depositing repeat prescriptions etc is not very secure and is accessible to anyone. It was suggested that it should be made more secure. Alison to look into this.

8. Patient Survey

Alison produced copies of the 2023 patient survey results and she went through it and gave explanations where needed. Angel Lane is higher than local practices and nationally in most areas but there a few areas of improvement which Alison went through. These include the telephone system and not signposting patients to other agencies for help with their long-term conditions. Alison explained what the surgery were doing to improve these areas and asked for any ideas and input from the PPG members. The survey had also been presented to the surgery staff the week before. Alison will print out the results and produce a display in the waiting room and also post it on the website so that all patients can see the results.



* Phil asked if all staff were aware of the Stroke Club so that patients could be referred where appropriate. Alison said she would ensure this was the case.

8. Fund Raising/Future Projects.

The Christmas Raffle of 4 Hampers was a great success and raised £325. Everyone was thanked for their support.

The plan had been to erect a shelter over the dispensary window to protect patients but it has been decided that this would not be enough protection for patients and it would be better to bring them inside again. Plans are continuing as to how the reception area can be modified to accommodate this.

Once the plans are finalised we will consider having a Raffle/Cake Stall in April/May to raise funds. This will be discussed at next meeting.

9. AOB. It is important that we attempt to get more patients involved in the PPG. Alison has posted information on the website inviting people to join and also in the waiting room. Meetings can be attended either in person or via Zoom/Teams.

10. **Date of Next Meeting. 5th March 2024. 2.30pm. A Zoom link will be available for those unable to attend thanks to Terry.**