

## Minutes of College Green PPG Meeting

held on 1<sup>st</sup> October by Teams

### Present:

Dan Hill,(College Green Manager) Ann Ellis (Chair) R.S., JA, CA, EM, SS, RT, R.S., L.R,

Apologies JN, LD, JT, SM, DG, JM, RS, SH, JH,

### Minutes arising from previous meeting

Nothing arising

### Update from the Practice

GP numbers are being squeezed and GPs are still under extreme pressure

NHS recommended a Triage system pre Covid and College Green is implementing these guidelines.

Janine has now left. A nurse is being recruited.

Flu vaccine for over 50s and those with chronic conditions are now being offered, invitations being sent out by text or appointments booked through surgery.

Covid booster vaccines are being offered at the practice. Text messages are being sent out or phone for an appointment.

A Livi letter was sent out to all patients offering opportunity for out of hours appointments, although Dan did not see it before it was sent. NOTE THAT GPs WILL HAVE ACCESS TO PATIENT'S RECORDS, BUT THEY WILL NOT BE EMPLOYED BY COLLEGE GREEN PRACTICE...

V consult is working for most people, 50% of appointments are now by telephone. There are some instances of responses not being made within allotted time, this is being rectified. Abandoned calls, those who hang up after 60 seconds are now being followed up to check patient needs help.

Prescription requests are by email, through the NHS App or for some through the pharmacist. All felt that this was working well. The Practice would like a

prescription request box to be placed at entrance to the practice and BVT have objected to this. Request by letter can still be accepted.

A physio is to be appointed, who will be able to refer to a doctor or appropriate treatment.

### Questions and comments from members

The practice seems empty when visiting.

It may appear quiet but it is exceptionally busy. Many of the clinical rooms are on the first floor.

The checking in system doesn't work.

Are blood tests being carried out at College Green? Still some restrictions.

Still difficulty for those without internet access

Dan will send out result of patient survey from last year. (This has been done, he welcomes responses.)

### Next Meeting

It should be possible to hold a meeting at College Green, possibly in January, date and time to be decided by Dan.

Matters for next meeting

Open Day

Ways of PPG supporting the Practice