**PPG Meeting.**

Oakmeadow Surgery.

21st September 2023.

**Attendee’s :**

* Dr G Ingrams
* Kaydean Goodwin
* Anita Roberts
* Arvind Patel
* Nick Sykes
* Paul White
* Annette Strong
* Peter Knill
* Carol Knill

Meeting Started at 14.00.

Dr Ingrams introduced himself and Introduced Kaydean as part of the admin team.

Dr Ingrams then started his Presentation about the surgery and what services we offer, staff members and their roles, funding that goes into the surgery.

He also explained the new phone service that oakmeadow have in place.

Carol asked if the surgery was taking on new patients Which Dr Ingrams Answered Yes, new patients can either register online through the website or come into the surgery and collect a registration pack from reception.

There was a lot of discussion regarding how patients receive their test results, and it was noted that some results shouldn’t be sent as a text message especially the sms that states patients need to book in with a gp, as patients then call to get an appointment and are being told they will not be seen for days or weeks later. Patients are not happy with Reception team giving results out as they are not clinically trained.

Dr Ingrams stated the surgery received a lot of backlash after appearing on the ITV news and it was brought to the surgery’s attention that there was public negative posts put on social media.

Anitia Roberts asked why the receptionist ask for a brief description regarding a patient’s appointment, Dr Ingrams explained that this is asked so the receptionist can pinpoint the patient into the right direction of the correct gp as the gp’s do not deal with certain things that another gp would. She then asked why we tell patients to come and wait outside the building from 7.30 am and again this was explained that this service is in place so patients can be here for 8am to get an appointment.

There was a lot of discussion around appointments and pre bookable appointments in which we do offer but with the back logs these appointments go quicker than normal.

Strong talk about Reception / Care Navigators, Patients are not being made to feel welcome or safe, feel like comments made by members of staff are not acceptable. One patient was told to go to another surgery if not happy with the service here at oakmeadow. Would like staff to be trained more and be more considerate. Was also raised about how many patients have left the surgery because of the service they have received from oakmeadow overall.

Dr Ingrams agreed with more training to be considered and explained how much abuse the reception staff receive but not using this as an excuse.

Phil White asked if we have ever considered having more mobile services in our car park which Dr Ingrams replied yes but the nhs will not fund us, and we do not have the space for this we have asked for an extension of the building in which the council agreed but the Nhs declined.

Coming to the end of the meeting it was asked how the members of the PPG could help us and have their input, Dr ingrams wished to have good and negative feedback from patients any idea’s to be shared, talks around patient surveys.

The PPG Members to discuss among themselves and get back to the surgery with the dates and times of the ongoing meetings, also if they would like a member of the oakmeadow staff to take the minutes of the meeting.

Meeting Finished at 15.50.