**Date:** 31 January 2022 (at 15:00)

**Venue:**  St Georges Medical Practice via Teams

**Attendees**

Liz Stewart (ES) – Chair/minutes

Lynsey Jenkins (LJ) – Assistant Practice Manager

Grahame Levett (GL)

Val Johnston (VJ)

Jane Sinski (JS)

Marjorie Dunn (MD)

Karen Gannon (KG)

**Apologies**

Frank Mills (FM)

Serena Rana-Rahman (SR)

Andy Jones (AJ)

**SUMMARY MEETING NOTES**

**Roll call/apologies** – Intoductions made and KG welcomed to the group as our newest member.

**Return to GP Appointments (Face to Face)** – LJ explained that face to face appointments are now available to book without telephone triage first. Patients contacting the surgery will be offered their choice of face to face or telephone consultation based on their preference. Patients coming into the practice building are asked to perform a lateral flow test prior to attending and are asked to adhere to infection and prevention control measures (e.g. mask wearing and social distancing). These guidelines are still in place in health care settings.

We discussed increasing the amount of appointments available to book online with GP and also with the nurses.

**Update on New Surgery –** Planning permission was granted in December 2021. The agreement for lease is almost complete and once signed off building work is due to commence. The surgery will have more rooms than the current temporary accommodation and this should allow for some additional roles to be based in the practice such as mental health workers, social prescribers, first contact physios and pharmacists.

ES will send plans and planning application number to group for those who wish to view online.

Pressures on the surgery due to new houses were discussed. The list size continues to grow with the new housing developments happening in the village and surrounding areas. We also have patients who no longer live in the practice area who are reluctant to move to a new practice.

**New Phone System** – LJ explained that last week the practice went live with a new sophisticated phone system which integrates with the clinical system. This helps to identify the patient on the incoming call from number recognition. Calls are queued in a cloud based system which ensures a minimum wait time.

**Next PPG meeting -** To be arranged for April 2022.

**Actions**

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| --- | --- | --- | --- | --- |
| Number | Description | Action | Owner | Status |
| 1 | Planning application number and plans to be circulated |  | ES | Complete |

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