**Present:**

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| Catherine Murphy (admin) | Dr Lodhi (GP) |
| Mr Faulkner | Mrs Cherry |
| Bilal Shah (Pharmacist) |  |

**Apologies:**

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DR Lodhi introduced all staff members present and other staff members and their roles.

DR Lodhi explained the purpose of the PPG meetings.

DR Lodhi went through our chronic disease list and the reasons and process we follow.

DR Lodhi mentioned the NHS Health checks, well women and well men checks, and the promotion and process around getting patients in for this free service.

DR Lodhi advised of the medication reviews and how when he came to take over the practice how many patients where on medications that they didn’t need to be on and no meds reviews were done for many years example Vit b12, gout medications etc.

Mrs Cherry asked about regular check-ups with GP, DR Lodhi advised that if patient was symptomatic then bloods and further investigations would be done but not for a regular check-up as the cost to the NHS for doing unnecessary bloods etc. (Primary Prevention and symptom checking.

Dr Lodhi advised that he does 7 sessions with a female GP on a Tuesday PM and all day of a Friday.

All staff work across both sites clinical and admin staff.

The appointment system was discussed in detail as we offer routine, pre-bookable and on day emergency bookings and GP on the day triage list.

Examples were given for non-urgent appointments and routine but patient had requested emergency appointment and how the surgery dealt with these.

Mrs Cherry also asked about the rate of DNA’s at the surgery this was again discussed in full.

On line access was discussed in detail and repeat prescribing and the detailed library of symptoms checking available on our website.

Dr Lodhi thanked the PPG members for attending the meeting and asked if they knew anyone who wanted to join the PPG meeting to speak to reception.

Next meeting will take place in around 3 months’ time.

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| Actions from meeting: |