

PPG meeting – 8 Nov 2021 - Online

Attendees: Alfie Abdul Rahman, Vivien Sieber, Della Sar, Diana Chandler, Eleanor Baylis, Alison Phillips, Jenny Inness, Andreas Kyrris

Updates:

Trevor Purrington contacted AK to advise he wouldn't be attending and will be stepping down from PPG. The members and practice would both like to send their thanks and good wishes to Trevor. (Action completed: AK has emailed Trevor).

The next meeting will be held in January as a hybrid meeting to allow anyone who prefers to attend in person to do so. The practice will send out an email week commencing 29 November to agree a date.

Increasing size & improving representativeness of the PPG:

- PPG will draft a statements / testimonials encouraging people to join to go onto website:
 - **PPG to draft for early new year latest – PPG members to send to Diana**
- Agreed that we would like to send a text to patient
 - **CRMP will send out text encouraging New Year membership, early January.**
- Website will be updated so invitation to join the PPG membership is more obvious
 - **Alfie will coordinate when testimonials received.**

Online appointments – can we open these up?

- Practice to look into this and report back

Repeat prescriptions – can these be ordered electronically? Requesting medication online: AK will liaise with Marianna Liaskou, new pharmacist, to review this with the prescription clerks.

- CRMP agrees that the repeats are not very efficient at present. A new Clinical Pharmacist has joined the team in order to improve the electronic repeats system. It will be a while until this bears fruit, however as patient's case will need to be looked at individually.
- Turnaround at the practice for prescriptions is usually only a day or two but there may also be hold ups at pharmacists also. CRMP will ask the pharmacist team to see if there are any problems, they are aware of.

Online access to records

- Nothing has changed as far as CRMP is aware, the affected PPG member to share details so CRMP can see if anything has changed.

COVID boosters for immunosuppressed:

- Was a slow process, practice had to rely on the hospital. It is now all in hand, all patients should have had two or three invitations, and will be re-invited for their booster now they are on the CRMP system.

CRMP Staffing:

- The practice website needs to be updated to reflect the current GP team and staff changes as well as moving the PPG section on the landing/home page, so it is easier to find. Action: AK to contact AAR and CFS to make website changes.