Woodlands Family Medical Centre

 Notes of a meeting of WPPG held on Monday October 31st 2022

**Present:**

Doug (DL) – Chair

Shirley (SE) - Deputy Chair

Elizabeth (EB)

Ms Marshall (MM) - Deputy Practice Manager

Ann (AB)

Ian (IK)

Mike (ME)

**Apologies:**

Mrs Leonard (SL) – Practice Manager

Stella (SM)

Dr Garg (DG) - GP

Mike (MR)

Geraldine (GD)

**Absent:**

Naseem (NA)

DL not only introduced Ann & Mike but also, gave a brief overview of the fire / safety regulations.

**Minutes of the last meeting:**

All agreed that the minutes were a true record and that there were no matters arising.

**Updates of outstanding Action points:**

* **AP159** – DL to compile a newsletter to cover the extended hour’s facility.

DL is still waiting for this information from SL - **ONGOING**

* **AP160** -- DL to contact the individuals who’d enquired about the group, and if they were still interested, invite them along to the next meeting (October 31).

DL emailed these individuals. 2 replied and attended today however nothing has been heard from the third person. DL to send another email to this person and if nothing is heard it will be assumed that they are no longer interested in joining the group - **ONGOING.**

**Planned Business:**

* The process for patients returning calls – Deferred to the next meeting **AP MR**
* "Further discussions” as to what the practice want from our group as all the members want the group to be proactive as opposed to reactive. MM will ask the GP’s what they want from the group e.g. surveys. **AP MM**
* The group felt that an overview of the different medical roles could prove to be very worthwhile as it could give patients a better understanding as to why they are been directed to say the practice nurse or pharmacist. **AP MM & DL**
* SE suggested that we should promote the successes e.g. Publicise the flu survey results. **AP MM**
* Do Not Attend (DNA) figures were discussed as patients need to know the impact on service provision. **AP MM & DL**
* The group also felt that the main electronic screen should be used more as ‘people’ may take notice of information on there more readily than posters e.g. DNAs. This will probably be an ongoing area for discussion.

**Practice Accommodation / Information:**

MM gave a brief update on behalf of the practice.

**Any Other business:**

DL stated that he had contacted / met Steve and discussed the process for updating the web site and notice board.

The group the WPPG notice board and felt that the original notice board was preferred as that could easily take all / more of our information, especially our photographs. DL & MM to arrange for this to happen.

Meeting closed at 2:40pm

The next meeting will be held on Monday 12th December 2022 at 1.30pm

Outstanding / New Action Points

**AP159** **-** DL to compile a newsletter to cover the extended hour’s facility.

**AP160 -** DL to contact the individuals who’d enquired about the group, and if they were still interested, invite them along to the next meeting (October 31).

**AP161 -** MR to inform the group about returning calls when requested to do so by ‘the practice’.

**AP162 -** MM will ask the GP’s what they want from the group e.g. surveys.

**AP163 -** MM & DL overview of the different medical roles.

**AP164 -** MM to obtain / publicise the flu survey results.

**AP165** **-** MM & DL to publicise the DNA figures.

**AP166** **-** MM & DL to arrange for the WPPG notice board to be reinstated / displayed.

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**These are abridged minutes, if you’re interested in knowing more about any of the above please ask at the reception, leave your contact details, and a member of WPPG will get in touch.**