Woodlands Family Medical Centre

 Notes of a meeting of WPPG held on Monday December 12th 2022

**Present:**

Doug (DL) – Chair

Shirley (SE) – Deputy Chair

Michelle (MM) - Deputy Practice Manager

Stella (SM)

Naseem (NA)

Elizabeth (EB)

Mike (ME)

Ian (IK)

**Apologies:**

Dr Garg (DG) - GP

Mrs Leonard (SL) – Practice Manager

Mike (MR)

Geraldine (GD)

Ann (AB)

Caron (CN)

**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) – *the individual would like to join the group but unfortunately couldn’t make the 31st but would try and come to the next meeting* - **CLOSED.**

**AP161 -** MR to inform the group about the problems he encountered returning calls when requested to do so by ‘the practice’ - **ONGOING**

* **AP162 -** MM will ask the GP’s what they want from the group e.g. surveys - **ONGOING**.
* **AP163 -** MM & DL overview of the different medical roles - **ONGOING**.
* **AP164 -** MM to obtain / publicise the flu survey results, *unfortunately unable to locate this data* - **CLOSED.**
* **AP165** **-** MM & DL to publicise the DNA figures – Completed - **CLOSED**
* **AP166** **-** MM & DL to arrange for the WPPG notice board to be reinstated / displayed – Completed - **CLOSED**

**Planned Business:**

* "Further discussions” as to what the practice want from our group so that we could then work out a ‘programme’ for the group as everyone wants 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**

**Practice Accommodation / Information:**

Nothing to mention.

**Any Other business:**

Would it be possible to obtain how many appointments are cancelled electronically / on line? AP MM

Meeting closed at 2:10pm

The next meeting will be held on Monday 23rd January 2023 at 1.30pm

Outstanding / New Action Points

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

**AP161 -** MR to inform the group about the problems he encountered 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.

**AP167** **-** MM to check if it’s possible to quantify how many appointments are cancelled electronically / on line.

**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.**