



## PPG Meeting

Date of Meeting:	30.01.2023
Attendees:	Jack Gaddass – Assistant Practice Manager

### Updates from Previous Meeting:

- Detailed information provided in the “GP information Leaflet” and “Pharmacy” sections

### GP Information Leaflet

Following on from the suggestion last meeting, I have created a template booklet for information on what our GPs do.

Handed out templates for feedback

Increased reception team to show back office, front desk and admin.

Remove sessions from GP, just change to hours.

### Enhanced Access Updates

Started in October and offered over 400 appointments that month. In January 2023 we have offered 686 appointments. We are trying different types of appointments and seeing where the interest and demand is. Have now offered GPs, advanced nurse practitioners, nurses, physiotherapist, pharmacist, health care assistants and community nurses.

### Pharmacy

The new pharmacy has now opened and they deal primarily with nomads, but also support with medication such as methadone.

### **Building Development**

The network have agreed to fund a renovation of the pharmacy to create a network hub. This will be used to house most of our network staff, but will also include small consultation rooms where people will be able to meet with staff that usually struggle for face to face appointments.

### **Nursing Team Changes**

We have had two of our nurses retire and have two new nurses scheduled to start in February. We also recruited a new nurse lead last year, meaning that we should soon have more nurse appointments than before.

### **Patient Text messaging**

Patients are reporting receiving texts for appointments they have already attended.