MEETING OF ALTON PPG

Tuesday 11th February 2025 at 10am

**Present**: Dorothy Clohesy (Deputy Chair) (DC) Angie Hurst (Chair)

(AH) Heather Hall (Practice Manager) (HH) Tony Lyons

(TL) Vic Goodwin (VG) Martin Morris (MM).

**Apologies:** Elaine Plant (EP) Carol Edwards (CE) and Alan Heath (AH)

**Minutes:** The minutes of the last meeting were approved.

**Matters Arising**: The date of the next Patient Questionnaire will be April 2025. The attachment of PPG leaflets to the dispensary bags will be 24th February 2025 this will be done by (AH) and (DC) at 10.30am. It was noted that due to the last questionnaire response to pick up times for the dispensary were put back to near pre covid times.

**Surgery Appointments** : There is one appointment per GP session (which generally means 2 per day) that is available for patients to book following an online consultation if the GP feels the patient needs a face to face review. The patients who have submitted online consults and the GP wants to see or speak to them directly will be sent a booking link for these appointments.

**News letter options:** (TL) has added a recipe to the newsletter. The Newsletter will need to be signed off at the next meeting. (DC) will look at options from the old Newsletters (EP) may still have on her computer.

**Patient Query:**  A patient could not book an appointment at around 8.30 in the surgery and was told to ring. (HH) has that as long as it was after 8.30 this should not be a problem.

**Meeting with GP Support Officer:** (AH) and (TL) met with Vicky Vicky Scott who works for the ICB she is a Support Officer for the GP Support Team. We were asked a lot of questions about the practice, as where the other members of the surgery team. We pointed Vicky to the Patient Questionnaire which had everything Vicky needed to know about patient views.

**Any Other Business:** (AH) has found it difficult juggling Secretary and Chairperson. (VG) has agreed to take the Chair at future meetings.

**Date of the next meeting** : March 11 th 2025 at 10am