ADELAIDE PATIENT PARTICIPATION GROUP (PPG)

Notes of zoom meeting Wed 20 Mar 2024

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| **Present:**  Belgin Bozsahin (Practice Mgr)  Bee Thompson  Carlie Newman  Hilary Lance (Chair)  Jamila Heinecke (part)  Natasha Leith-Smith  Sara Katchi  Sheila Rossan | **Not in attendance:**  Cathy Katz GP  Graham Williams  Juan Schehtman  Mark Agathangelou  Michael Fletcher  Pat Callaghan  Vanda Renton |

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| **Item** | **Outcome** | **Action** |
| **1.** | **Attendance –** see above |  |
| **2** | **Notes of meeting held on 7Feb 24: matters arising.**  Jamila pointed out that she was present for the whole meeting not part of it as recorded.  No other matters raised |  |
| 3. | **Practice update:**   * **Staff update.**   Interviewing for a new receptionist and an additional clinical coder. The aim is also to train some admin staff in clinical coding to achieve a strong coding team.  Currently three doctors are on maternity leave but both admin and clinical teams are  complete with salaried GPs covering maternity leave.   * **Promotion of “Footfall”** on-line Platform. Under the new GP contract, it is mandatory to record all patient requests on-line. To promote the platform and increase update practice is texting 3000 patients at a time. Receptionists will help those with no access to Footfall or cannot use it by recording the information for them. This will reduce the no. of phone calls and will streamline the appointment process. The reception will be trained to do so. The project will be delivered in stages. |  |

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| **4** | **Issues arising from updated action log 8.2.24.**  None (so far) |  |
| **5** | **AOB**   * Jamila, in her role as noticeboard monitor, reported that she was impressed by all the boards which were “tidy and lively” * A patient was given information about attending the Roy Shaw Centre for an appointment. When she checked if this was correct of this it emerged the appointment notification was inaccurate This was a glitch associated with a possible pilot clinic at Roy Shaw. We were assured this will not happen again. * Please send any suggestion for the May agenda to Hilary |  |

Next meeting:

Wed 1 May 2024 12.15 -1.15 **face to face**.

Note slightly revised time to fit in with clinics. hl/Mar24