**The Grove Medical Centre**

**Patient Group Meeting Minutes – 25 September 2023**

**Present – Bridie Dennis, PPG; Gary Lewis, Surgery; Donna Tuffs, Surgery**

Apologies from Karen, Neil and Pat

Newsletter – Bridie will contact other PPG members for meeting

**Vaccinations -** flu and covid,

pneumonia which is available all year for 65+ and people with a condition that puts them at risk of becoming seriously ill

shingles - Patients aged 50 and over with a severely weakened immune system, patients turning 65, or patients aged 70-79 https://www.nhs.uk/conditions/vaccinations/shingles-vaccination/

**children’s vaccinations**

**Flu season** – self-care Guidance to manage symptoms on NHS site and advice from pharmacies

**New system for appointments from 9 October 2023**

New system details to be included in the newsletter – information can be lifted from the surgery website.

The online form is on website and information on how to complete and submit it – also with demo videos. If people cannot access form or complete it then they may call and receptionist will go through the questions with the caller and complete and submit – This was some of the main concerns from patients.

There are some appointments that are booked for nurse, physio and others where patients should continue to call.

Patient group assisted with the staff survey and uptake on feedback was good. It is a fairly mixed split of patients for and against the system, but highlighted the need to support some of the patients, especially the elderly and those with reasonable adjustments.

Could we lift information from the surgery website to support with the newsletter?

**NHS Records**

From 11th October patients will have access to their prospective NHS medical record (not retrospective) via NHS app.

This will include consultations, letters, results, free texts made on records

(This is not optional for the surgery it comes from NHS Digital and is mandatory)

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Cardiovascular awareness event Monday 13 November 2pm – 6pm (Venue uncertain – maybe Aberford

Who can come to support?

Esther our practice pharmacist will be coming

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Marion Miller PhD is interested in joining the group. Gary will arrange a meeting with Karen and Marion.Potential date for next meeting Monday 6 November