**The Ridgeway Surgery Patient Participation Group**

**Minutes of the Meeting held on 7th March 2023**

**1. Present**: Dr Richard Davies, Tracy Talbot, Tessa Hawkes, Sue Woodcock,

Ian Newman, Jenny Newman, Phil Coathup, Barbara Hawkins

**2. Welcome**

Tessa welcomed everyone to the Meeting

**3. Apologies**

Elizabeth Webber, Chris Stringfellow, Ann-Marie Stringfellow, Stuart Davies, Adele Davies,

Sue Bosworth, Liz Pownall, Jim Borthwick Alison Langdon, Juliet Ross, Dian Johnson

**4. Minutes of Last Meeting**

The Minutes of the Meeting on 6th December were approved.

**5. Matters Arising**

The guide to making Appointments Online is now displayed on the PPG noticeboard in the Waiting Room.

**6. Election of Officers**

Tessa confirmed that she was willing to continue as Chair and that she would be taking the Newsletter from the Secretary role. She asked if anyone was interested in taking over as Secretary for the group to let her know.

**7. Surgery Updates**

The Planning Application for the extension of the premises has now been approved. The next stage is to apply for capital funding in the next financial year.

There are two new members of staff – Louise on Reception and Saffia as the Pharmacy Technician.

**8. Questions to the Doctor**

Dr Davies was asked about the take up of the Online Consultation Service. He said it was well used, approximately 12 contacts per day. This service helps to signpost the Patient to the correct person in the Practice.

When asked about following up on test results, he said that Patients should always contact Reception by phone or use the online access to check results, rather than assume if the Doctor doesn’t contact you the results are fine.

Dr Davies was asked if check up appointments with the Diabetic Nurse were in place. He said that annual reviews were carried out and Patients should contact Reception to make an appointment if one is due.

**9. Suggestion Box**

A suggestion was made for the Reception to advise Patients in the Waiting Room if the Doctors are running late. – this will be actioned, however if you are waiting more than 30 mind, please seek the advice of Reception.

A Patient asked about being referred to BMI Parkway in Bromsgrove for an eye pressure check. Dr Davies advised that this is part of the Community Services offered there.

**10. AOB**

Dr Davies said that the number of Patients testing positive for Covid was on the increase recently. He stressed that it is important to register positive tests on the Government website or call 119.

**11. Date of next Meeting**

Tuesday, 6th June at 5pm in the Waiting Room.