**DR R KUMAR & DR D TAUNK – BRACE STREET HEALTH CENTRE**

**MINUTES OF PPG MEETING HELD ON TUESDAY 28TH NOVEMBER 2023 HELD AT THE ABOVE ADDRESS AT 1 PM**

**In attendance: Dr Kumar, Barbara Severn, Gurnam Kumar,**

**Paul Evans (CHAIR)**

**Members:-**

**A E, M B, B K, D Y, G Y, S K, A R, P G, P V**

**Apologies: PR**

**Paul welcomed everyone to the meeting today**

* **New website** – Barbara explained to the members that our website was now fully operational and Mrs Kumar was going to give a presentation on our new website but unfortunately, the internet was not working and the signal was poor so the demonstration could not go ahead. Apologies for this was given to the Group by Barbara – she explained the functions of the website and how easy it was to navigate. Paul had already looked at the website and said that it was good and simple to use. Perhaps at our next meeting, we can try again! Most of the group said that they did not use the internet but would be interested in looking at it.
* **Hospital Appointments** – Paul said from his own personal experience the waiting times for a hospital appointment were unsatisfactory. Dr Kumar went on to say that there was a backlog resulting from the Covid 19 pandemic and they are still trying to catch up with appointments. A few of the members expressed their concern with the lack of care from the hospital when waiting for test results. Paul went on to say, that if someone had concerns with the hospital, they should contact PALS. (Patient advice service) All members agreed that Dr Kumar was efficient when referring patients for their first hospital appointment.
* **New telephone installation** – Barbara said at last the new system was being installed next week over 3 days and would include a numbering system (if you are waiting in a queue) but Paul pointed out that it is very rare that patients who ring into the surgery are kept waiting too long. Barbara also informed the group that all calls would be recorded – this would help when patients are verbally abusive to staff and can be used if there is any dispute as to what was said in the conversation. This system would be modern and up-to-date with the latest technology
* **Well-Being Programme** – This is a new service for to all practices in Walsall. This is replacing the “One You” service that used to be in Walsall for weight management, smoking cessation and healthy lifestyle advice. This service would support patients to improve their well-being, achieve a healthier weight, stop smoking and also would enable patients to be able to get an NHS health check. When the referral is done, the team will contact the patient within 48 hours. Patients have the option to register online or via a phone call with the Be Well Team.

(2)

* **Hollyhealth** – Another new service being offered to patients in Walsall practices has just been launched – Barbara said that patients with long-term conditions, e.g. diabetes, and mental health can access this support via an app – this involves 6 months of free habit coaching (to help sleep, exercise, eating and mental wellbeing) patients can sign up here: http;//hly.app/forrester-st-gp This will be placed on our website soon.
* **New members for PPG** – Barbara asked all members if they would be interested in promoting the group to patients in the waiting room – All members would be welcome to come into the surgery at a time to suit themselves and talk to patients about the group – we would like to invite more younger members on to the group, if possible, but of course, everyone is welcome to join.
* **AOB** – All members were asked if they would like to add anything to the agenda in future to contact Barbara and she include this on the agenda. Barbara also went on to say that we have lots of support from the attached staff: Practice Pharmacists, a Social Prescriber, a Mental Health Nurse and an in-house Physiotherapist. So patients should not be surprised if they are referred to one of the above-mentioned.

The Meeting finished at approximately 1.55 pm

Next Meeting in 3 months’ time



**Paul Evans Chairman**

Dr Kumar Dr R Kumar **Senior GP**

Barbara Severn B A Severn **Practice Manager**