





Working together effectively to enhance the health and wellbeing of our communities

MINUTES

PPG meeting

Meeting Date:	26th July 2023	Meeting Time:	1900
Attendees:	PPG members plus Liz Richards PM, Dr Sarah Dowling		
Apologies:	Many		

	ITEM	ISSUE / STATUS / ACTION REQUIRED	Responsible	Due
1.	Introductions and Welcome	Liz Richards (LR) welcomed everyone. LR thanked everyone for attending.		
2.	Apologies	Many		
3.	Presentation	 PPG MEETING July 2023.pptx Some more data on the GP patient survey where the Lodge scored 64%. the feedback can be summarised to the access and appointments available is difficult for patients but once they are seen the care is very good. We hope the GPIIP programme will help us with some of the access issues.  2023 GP Patient Survey - St Albans st  GPPS_2023_GP_Info graphic_PUBLIC_E82 Feedback that on the telephone there is sometimes a message that we are full at 8am- LR to look into this , may not have been taken off in a timely manner for the day before.		
4.	Telephone stats	 Call stats June 2023.pptx At the previous PPG meeting, there was a request for some telephone stats.		

Quality, Helpful and Empathetic Attitude, Making it easier, Communication

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		This shows that Monday is the busiest day and every day between 8-9am is the busiest.		
5.	AOB	<p>Are covid jabs still being given- we have just finished the spring boosters which was for over 75s and immunocompromised.</p> <p>There is rumour that there will be an autumn booster for over 65s and immunocompromised. The JCVI (joint committee on vaccination and immunisation) make the decisions on who is eligible for each campaign.</p> <p>What makes you immunocompromised- there is a list of conditions and drug therapies which make a person immunocompromised</p> <p>Immunocompromised and having underlying health conditions are different. You may have an underlying health condition like diabetes but that does not make you immunocompromised.</p>		
6.	Date / time of next meeting	13 th September 2023, 7pm by Microsoft teams.		