**PPG Meeting 5th June 2025**

**12.30 pm**

**Held at Mark Street Surgery**

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| **In attendance** | **Position** |
| DM | GP  |
| AM  |  Office Manager |
| CC | PPG Member |
| LH | PPG Member |
| ES | PPG Member |
|  IT  | Chair |

**Apologies received.** |  |
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| SB | PPG Member |
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**Agenda Points**

1. **Digital Services**

AM reviews the Mark Street Surgery website on a regular basis and ensures the Veterans update and Diabetes monthly newsletters are kept up to date.

CC noted that on her last few visits that the screens were not on in reception. This could be down to automatic updates or sleep mode on the laptop . **AM** to investigate.

Government Wifi access. AM has put signs up in the surgery on how to log in. The only issue there is that you can not copy and paste the Username and Password and that makes it practically unusable. Are there any changes that can be made ? **IT/AM** to assess

The surgery have an NHS app ambassador in LG to advertise its benefits.

AM is looking to see if the NHS app link can be sent via text to patients to register. The text message would have a quick summary of the benefits. Appointments booked online, repeat prescriptions ordered and Hospital results immediately visible. **AM** to feedback at the next meeting.

LH raised and issue where PATCHS told a patient they had an appointment at 10 am but the system had 10.30. AM to investigate with no feedback to the PPG required due to patient confidentiality.

Phone system – The report back by the PPG is that the system is a huge success and very welcome. The fact that the system advises via a voice message once “On the day” appointments have been taken is phenomenal and does reduce the frustration given to staff.

PATCHS – The link to book reviews online are working well and well received by patients.

QUESTION

What improvements (if any) can be made to the website?

PPG to communicate outside the meeting to discuss thoughts and report back – **IT**

**PPG Diversity**

No patients have been referred to IT to discuss PPG involvement.

**DM** to remind other GP to refer any possible interest to AM.

**Parking**

Unfortunately , both sites are unavailable for MSS use and so this matter is unfortunately closed due to no other viable options.

**AOB**

Nobody wanted to be a Vice Chair so the position remains unfilled.

CC- Reception space still remains a problem with 8 people waiting at one point and only 1 member of staff on reception. The surgery is looking for 2 members of staff to alleviate this queue.

CC – Can we look at a way of handing over samples. AM and DM to look at maybe using the old reception desk and bell for such purposes.