

 The **Clover** Group Practice
Minutes of the Buchanan Road PPG Meeting
held on
Wednesday 9th November 2022

Present:	
Sue Fletcher (SF)	Support Manager

In attendance:	
TL and SC	Patients

	ITEM	Action
1.	Welcome and Apologies	
	Sue welcomed the group, it was nice to have a new member today.	
2.	Staff Leavers/Starters	
	We have a new receptionist joined us recently. Two members of the group had spoken to her and liked that she had told them "I'm in training" and then asked another staff member for the information, which was relayed back. They both thought she sounded really nice. Sue explained there is a lot to learn and it would take a few months to get up to speed.	
3.	New Building	
	We discussed if there is going to be a new building for the practice, as it has been promised for many years. Sue explained that hopefully we will have some news soon, the practice is doing every possible to ensure this goes ahead. <i>Post Meeting Note</i> <i>The patient consultation has closed and an update is available on the practice website.</i>	
4.	Appointments	
	A member asked if we were going to see more patients in surgery. Sue explained the triage process and why this is important, so to protect other patients and staff. Sue also explained if the GPs catch Covid or other illnesses, that would affect the service. Everyone understood this was the best thing to do.	
5.	Flu / Pneumonia /Shingles Campaign	
	All patients have been offered their flu vaccine, Sue asked the group that if they know of any patients outstanding, please ask them to make an appointment. Sue	

	also informed that Covid vaccines are still available to book online via 119 or at the chemist or Longley walk in service.	
6.	Patient Access to Full Records	
	<p>Sue provided an update about the national initiative, that full records will be available from 1st December but retrospective access will be provided back to 1st November 2022. This includes blood test results. Sue explained what “satisfactory” written in their records means and that if there was any concern with the results the GP would be in contact.</p> <p><i>Post Meeting Note</i> <i>Since the meeting, the initiative has been suspended. We are awaiting further information from NHSE and will share with patients when it is received.</i></p>	
7.	Date of Next Meeting	
	Expected to be February 22 nd at 4.30pm.	