Minutes for PPG Meeting 19th January 2023

Present: Colin Berthelsen (Chair), Mary Perkins (Deputy Chair), Susan Smee (Treasurer), Dr Liz Hermaszewska. Apologies: Mary Egan, Stefan Sieradzki, Mahmood Dewji. Shannon Hanbury (Practice Manager).

1. PPG committee members discussed current Mountwood web-site ahead of being joined by Dr Liz who discussed the reasons behind new notes for patients on site. Firstly, having lost the services of Dr Allen due to retirement, there was additional pressure on practice doctors until a replacement, who previously worked at Mountwood, starts in March. As a result, the best solution for patients was to have them ring into Mountwood in the morning for urgent appointments - subject to a brief screening where advice or appointment will be given. This is for urgent cases only. For minor ailments or follow-up consultations please use the PATCHS system from 12pm and/or be prepared to fill out form via mobile link supplied. The administration numbers are also down due to experienced member of staff leaving due to travel problems and the situation is compounded by having a couple of recent joiners still being trained.
2. The web site is currently being worked on to bring it up to date after recent changes and to have accurate data ahead of any major changes going forward. The PPG have been able to assist by checking all the areas of data and testing links to internal or external sources.
3. **If you are someone who regularly looks at the PPG pages please consider joining us patient volunteers and contact Colin (Chair) via 01923 827400 or colin@berthelsen.co.uk**

There being no further business the meeting closed at 3.45pm.

Next meeting Thursday 16th February 2023 (2.15 for 2.30 start).