

PPG Meeting Dr Khare's surgery

13th November 2024

Attendees

Dr Khare
Mike Topp
Debbie Fletcher
Julie Wareham
Jade Liddiard
Carol Cartwright
Neel

New Website

The website is now live, but Mike pointed out that any changes will be undertaken manually as this is not included in the contract.

Social Media

Dr Khare asked about the face book page for the surgery.
Debbie & Tina advised that this has gone live this week. No one needs to do anything as Redmoor will update the page as and when necessary to promote current medical information to target specific items ie flu vaccines, Covid vaccines, diabetes etc

Google

Mike is aware of three comments regarding the surgery on google. He felt that these should be addressed.

After discussion regarding this Neel will investigate the account and see what can be done.

Workload

The workload has been quite heavy of late but is now settling down with the new systems that are in place.

Staffing

Two new members of staff have been appointed to work on reception. Welcome to the team Jade and Carol.

Telephony

The new telephone system has now gone live. The message and options for patients will streamline any unnecessary calls and help with the workload for reception. Training is ongoing.

Signposting

Everyone should use Pharmacy First Services and refer when appropriate. Staff have been trained to do this but perhaps it would help if further training was undertaken. Jade & Carol to have training.

Prescription email

All staff need to promote the new email address for patients to order their prescriptions, patients can order via a pharmacy of their choice, no prescriptions taken over the telephone unless housebound or elderly.

AOB

Mike thought that the garden could be maintained by planting flowers in the empty posts outside the entrance and the possibility of tidying the surrounding garden.

This will need to be discussed with 'Estates'

Neel will help with setting up a mobile phone to receive verification codes as this will enable all staff to access. He will also help to attach the different email address to staff screens to enable ease of access.

Next Meeting TBA