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**Peel House Medical Practice**

**Patient Participation Group Meeting Feedback Form**

Date: 8/06/21

Apologies:

Jean Battle, Tracey McMullan

In attendance:

Geoff Evans, Dorothy Westell, Patricia Ramsden, Anne Parkinson, David Woodcock, Judith Halstead, Craig Lee PHMP, Katy Tregartha PHMP.

Key notes:

* Telephone system discussed – see open letter to patients. Craig explained that the problems with the phones were Lancashire wide and the current system is provided by the CCG. The current system is not fit for purpose and this is causing a great deal of stress for patients and staff. Peel House have managed to put aside monies to pay for a completely new system. There are some barriers to this as we are told that the cables and network connections that are in the building belong to the CCG and we do not have permission to use these. The new phone provider will need to re-cable the building which will cause a delay, however this can be done and we expect to have the new phone system up and running in a few months’ time. Patients wil be kept informed and updates will come out as an open letter to patients available on the website and in Practice – PPG will have this emailed to them.
* Prescriptions back in Practice- all feedback is good, no issues from any member since leaving the hub. Feedback is positive – since leaving the hub messages around prescriptions not on repeat that are sent through on the app are now being picked up and acted on.
* Future meeting dates – we had hoped to be able to arrange a face to face meeting, however with cases rising in the Hyndburn and recent staff positive cases it was agreed to continue with Zoom meetings.
* AOB’s – Anne had a personal issue with a recent death certificate- advised best to contact Katy direct as unable to look at a record with other members present.

Date of next meeting to be arranged.