**EDGWORTH MEDICAL PRACTICE PATIENT PARTICIPATION GROUP NOTES FROM MEETING 16 NOVEMBER 2023**

**Present**

Staff; Tarek, Jack, Kelly

Patients; Jean, Karen, Susan, Jean, Sue

Happy birthday Tarek!

**Access**

Discussed our aims, encouraged by our commissioners:

Easier and quicker to contact surgery, through improved telephone system and receptionists.

Easier to make appointments and in various ways; don’t have to keep ringing back for appointments

Reasonable wait for routine appointments.

On the day and urgent appointments more available.

Communicating test results, letters etc; improved direct access of patients to their medical record.

Discussed having a practice newsletter (Jack and Kelly will look into)

**New staff**

Updated on new practice and primary care network staff.

**Vaccination update**

Covid and flu vaccinations will be completed by end of November.

**Hospital clinics**

Discussed long wait for some hospital clinics and way we may help support patients waiting.  Discussed suspected cancer and two week wait.  NHS England plans to introduce community diagnostic hubs, though not clear of details yet.  Discussed hospital services that might be provided locally, including mental health, pain service, weight management and minor injuries/illness walk in centre.  Making use of the Barlow centre.

**Premises**

Discussed about practice and primary care network premise difficulties.  Thank you some useful suggestions.

**Walking group**

Jack and Sue will look into establishing a walking group.

**Next meeting**

**Thursday 18 January 7pm.  Microsoft Teams**