Dr A Nandanavanam Surgery

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Patient Participation Meeting 2024-2025

Place: Pendeford Health Centre

Date: 18.12.24 Time: 5.00-6.00pm

Chairperson Sharon Harris

* Welcome and introduction of members including any new members
* Minutes from the last meeting
* Discussion of successful covid/flu clinics. Attendees informed clinics were still ongoing up until 14th Dec.
* PSA clinics- relaxed at the moment looking to kickstart this back up January. Discussion of patients having a diagnosis following these blood tests.
* Online triaging- Attendees informed training is currently being arranged. Process explained. Discussed positive feedback from other surgeries who currently use online triage.
* Friends and family data discussed. Reviewed positive and negative feedback.
* Christmas day/Boxing day/New year opening and closing hours discussed. Out of hours services discussed and ext hours clinics at Showell park.
* **Next Meeting date (provisional) 19th March at Pendeford 5pm-6pm. SH will review time of this ?early afternoon.**
* Any other business
* New phone system coming in. Explained to attendees. Current phone system can only hold 30 calls. New phone system will hold a patient’s place in the queue and will call them back when reception answers. Background noise discussed on phones- sorting within surgery
* Feedback/Extra- Friends and family comments in a bit more detail; HB commented how negative comments made were not appropriate and disagreed with a lot of them.