

**Alton Patient Participation Group**  
**Minutes of the Meeting held on Tuesday 13<sup>th</sup> December 2022**

**Present:** Dorothy Clohesy (Chair), Heather Hall (Practice Manager), Angie Hurst, Yvonne Somerville, Peter Walker and Elaine Plant (Secretary)

1. **Apologies:** Carol Edwards (Vice Chair), Amanda Best and Sylvia Hollins (Virtual Members attending when possible).
2. **DC** welcomed new member Angie Hurst to the meeting. Angie was a Receptionist at the Surgery for many years before her retirement. Living in the village she is in contact with lots of patients, which will be beneficial to those who do not have internet access and also for Facebook users who she will share relevant information with.
3. **Minutes of last meeting:**  
The minutes were a true record of the last meeting on the 8<sup>th</sup> November 2022.
4. **Matters Arising:**
  - **Health & Wellbeing Coach** – Booked for our next meeting on 10<sup>th</sup> January.
  - **PW** checked on website updates for the next Coffee Morning which is 3<sup>rd</sup> January. The numbers are not back to what they were pre-pandemic and regular volunteers are required. Hopefully numbers will pick up once the winter illnesses are over.
  - **Dr Hampton** popped into the meeting between appointments. Appointments system discussed. Advance bookings causing some problems, especially when patients do not turn up for appointments. **AH** suggested phone system needed updating. Dr Hampton advised that this was in the pipeline and should help in alleviating some of the problems. **PW** asked why it was getting more difficult to get an appointment than previously when we didn't have as many sessions. Dr Hampton explained that Alton has a growing population, with families moving into new housing developments and houses vacated by single occupants. Even though a lot more appointment sessions are now available, it is increasingly difficult to keep up with demand. **DC** thanked Dr Hampton who then left the meeting to see her next patient. **PPG Poster** to be parked for the time being. **Patient email addresses:** Until the problem with telephone texts re. blood test results is resolved HH advised that results could still be emailed to patients whose email addresses were registered with the surgery.
4. **Reports from Members:**

**GP Patients Satisfaction Survey** - **HH** had sent out the results of the recent patient survey of GP Surgeries in Staffordshire and Stoke-on-Trent. Alton had come out at the top of the list with a satisfaction score of almost 100 per cent. All members agreed that this was a fantastic achievement and despite what was discussed previously with Dr Hampton, they were very happy with our Doctors and Surgery Staff and very lucky to be able to get same day appointments when necessary.

**HH** advised that the Clinical Pharmacist will be inviting some patients for a medication review to help improve patient's quality of care and involvement in decision making of their care. The majority of these appointments will be over the phone but some will be face to face. Patients will be asked to make an appointment if contacted by telephone or text.

**Covid Vaccinations** – **JCB** will continue to offer their venue for vaccinations.
5. **Date of Next Meeting: 10<sup>th</sup> January 2022 at 9.30am**