

Meeting Minutes: Eversley Medical Centre PPG Meeting

Date: 24th February 2025

Time: 10:00 AM

Location: Eversley Medical Centre

Present:

Practice Representatives:

- Practice Manager
- Reception Manager
- Admin Manager
- Dr OA

GPI General Practice Improvements NHS Representative

- Mr RW

Patients:

- 10 patients from the PPG group

1. Welcome and Introduction

- Introductions of new Practice Manager and attendees.

2. Update on New Triage System

- **Positive Impact:**
 - Reduced call queues.
 - Improved response times.
 - Streamlined repeat prescriptions.
 - **Suggestions:**
 - Workshop for patients to understand the system better
 - Informative video on the TV screen in the practice.
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3. NHS App - Introduction by MR RW from National General Practice Improvements NHS

- **Differences:**
 - The NHS App provides access to medical records, test results, and prescriptions.
 - Accurx Triage is used to handle medical and admin queries instead of queuing on the phone, Patients can securely send photos
 - **Suggestions:**
 - Organize a workshop on how to use the NHS App.
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4. Long-Term Conditions

- **Focus:** Diabetes management.
 - **Action:** Plan a diabetes management event.
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5. Cancer Screening

- **Upcoming Event:**
 - Community cancer screening awareness event on **Saturday, 22/03/25**, from **10:00 AM to 12:00 PM** at the **Elim Pentecostal Church**.
 - **Suggestions:**
 - Hold more awareness sessions targeting different age groups and cancer types.
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6. Terms and Reference

- **Chair:** Mr. K to remain as Chair.
 - **Secretary:** To be selected.
 - **Meeting Frequency:** Every 3 months, alternating between morning and afternoon
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7. Action Plan

- **Newsletter Topics:**
 - Updates on Accurx & NHS App.
 - Staff introductions.
 - MSK advice and exercises.
 - Local events (including the cancer event on 22/03/25).
 - DNA data.
 - Pharmacy First.
 - Vaccination importance.
 - **Next Steps:**
 - Send minutes and newsletter drafts to PPG.
 - Organize the next meeting for **19th May 2025 at 10:00 AM**.
 - Update the website with the latest information.
 - Plan a workshop on Accurx & NHS App.
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Meeting Closed at: 11:45 AM