

Notes from Belvidere PPG on-line meeting for the 1st June 2022

Present, Caroline Davies, Jenny Birch, Julian Birch.

The main topic of discussion was the proposed Health and Well Being Hub.

Julian and Jenny had both been to a Microsoft Teams patient focus group the previous week. Both were appalled about how it was presented, how the technology had 'kicked out' Jenny for a considerable part of the meeting. The main concerns of those present were to do with the poor publicity and lack of transparency about what was being considered, the lack of precise information about what exactly the Hub would offer, where precisely it might be sited and how patients could access the new Hub by public transport. They both felt the focus group amounted to no more than a tick box exercise.

Caroline said that a number of patients had contacted the practice with their concerns and that had she had passed all these concerns to the contacts that she had. The practice had very little further input into the discussion. They had had sight of an early possible layout of the new building with each practice being allocated a specific area, but like all the other practices they were concerned about getting adequate space, and how patients would get to the Hub and how they would move about within the hub

Other matters touched on in the meeting included;

No interest forthcoming for a new GP when Dr Teelucksingh leaves. Salaried GPs and locums were being found at present but worries existed as to what happens once Dr T has actually left.

Verbal aggression towards receptionists in particular had been reduced by a notice asking for patient's patience and understanding

A scheme for giving patients with specific minor problems a timed appointment with a community pharmacist will hopefully soon be starting, hopefully freeing up some GP and nurse appointments.

It was agreed to change the day of future meetings to Fridays.

Next meeting - Friday 1st July 3pm on Skype

Click on link below or copy and paste to browser to join.

<https://join.skype.com/dPfObjbe2rjm>