**Castle Healthcare Practice PPG**

**Minutes of Castle Healthcare PPG Meeting Held on 7 May 2024**

PRESENT: Jack (Chair). Patti (Minutes), Marjory, Linda, Robert, Anne & Nick

Apologies - Karen

Pre meeting the PPG met in the waiting area to discuss noticeboards and agree which notices should be given prominence.

* Dementia
* Diabetes
* Carers
* PPG

Most existing noticeboards were considered difficult to read if sitting in the waiting area as they are not facing the way the seats are facing. A few ideas were mooted. One was to have banners to highlight different topics which could be rotated upstairs and downstairs. The cost raised as a serious concern (Jack I did not note any other definitive suggestions apart from making better use of an existing notice board).

The upstairs noticeboards were better.

It was decided to make the Green Book available. This will be online.

Invite Gwyneth to next PPG meeting.

**Practice feedback** Staffing.

* Dr Chapman has now retired and left the practice.
* 2 x new GPs are in post.
* New receptionist.
* New Secretary
* New Nurse

Covid boosters to start on 9 May.

Futures Health event was also discussed. Some members of PPG will be attending.

New phone message is live following PPG review and feedback.

This is now up and running and appears to be positive feedback. The message does give options by pressing button 1, 2, 3 etc. Patients can get straight through to reception by pressing 0.

There will be a call back option.

The practice is busy and getting appointments requires a longer wait

Jack pointed out that the Friends & Family stats are good.

RAPID – we need a representative to attend this now that Sheri had left the PPG. RAPID provides updates from other practices in Rushcliffe. Linda and Anne agreed to represent the Practice.

Next PPG 2 July

Actions:

* Those going join HealthCare event to discuss Green Book with Partners Health staff and potentially collect posters/material that can be used.
* Group – look up cost of producing a banner and where it can be purchased from.
* Jack – Add Anne & Linda to RAPID mailing list and to attend meetings.
* Group – Produce calendar of topics for noticeboards.

Next meeting – design banner for the waiting room.

No AOB