

**PATIENT PARTICIPATION GROUP MEETING**  
**BUDBROOKE MEDICAL CENTRE VIRTUAL MEETING**

**Minutes – 27th April 2021 @ 12pm**

**Attendees:** Sarah Davies  
Janet Davis – Acting Chair  
Caroline Ingall-Tombs  
Chloe Davies  
Caroline Edwards  
Caroline Ingall-Tombs  
Ernest Petrie  
Patricia Carpenter  
Lucy Packer

- Technical Difficulties with Teams today – Apologies
- Caroline Edwards - Prescription deliveries, do we have a date in mind when this will be phased out – No date in mind, we want to keep this going for now
- New Residence – We have not had a lot of people register at the practice, best approach would be to stagger people joining
- Patient Satisfaction/Complaints – Sarah can go through with anyone who has any issues, we have informed our patients face to face appointments are still available and always have been. Agreed action – Put on Social Media again that we have plenty of face to face appointments, however the GP's would like to triage it by call first as we are seeing patients for a lot of face to face nursing appointments, so we can reduce traffic and therefore risk.
- Church Centre/Flu Clinics – We have put some dates forward to the church. We need to get 4-5 volunteers for each date. (Please see dates attached)
- Outdoor blood clinics at the surgery, not started these yet – weather has been poor and we have had some technical issues, will wait for the weather to pick up until we get it up and running again
- 3PPG – Jan updated, still no clarity on the links, A&E levels back to pre-covid levels, Rheumatology Workshop. New CCG merger so it is up in the air how the new PPG for the CCG will be structured
- Next meeting to be face to face at the open door – 01/06/21 at 12:30pm

**AOB**

**Dates of future meetings (all at 12pm) agreed as follows:-**

**Actions**