**Minutes of the White Rose Medical Practice - Patient Group Meeting,**

**held on Thursday 13th June 2024 at the Cudworth MedicalCentre.**

The Chair opened the meeting by welcoming everyone including our new member Mr Ray Elvin.

In attendance: Tom Sheard, Asif Akram, Ruth Booker,Ray Elvin,

Tony & Elaine Ennis.

1.Apologies received from David Corral, Margaret Sheard, Stephanie Cooper.

2. Minutes of the previous meeting had been circulated and were accepted as a correct record. There were no matters arising.

3. Items from the Practice, Asif gave an update.

 i) Possible BMA action, for GPs to see max of 25 patients per day. Currently, our practice GPs see 34 patients per day.

 ii)Staffing: Dr Babtot will be leaving in near future due to distance she has to travel. Dr Fayyaz Ahmed has been recruited. Therefore, there is a retention of a female GP. It is particularly difficult to attract female GPs at the present time. Interviews will be taking place for another male GP in the near future.

iii) Medical Examiner Service: A discussion took place about the changes to this service.

iv) Issues with new telephone system. Asif gave a full update and asked for members feedback. Agreed that we express our concerns and should the service from the telecom company does not improve that the PG will seek to support the Practice in escalating the matter.

v) Flu/Covid vaccinations. Full update given.

The Chair thanked Asif for the updates.

4. Items from Members: i) DC had requested that the situation around the onsite Pharmacy had deteriorated . Whilst this is outside of the control of the Practice Asif updated members.

ii)TE raised the matter of confidentiality around the reception area. Asif agreed to investigate and resolve the matter. Also that there was an issue around ‘Patient Access’ the online app for NHS services. Agreed that TE write an article which would be placed upon the Practice web site. This is to inform patients about the difficulties of getting online. Asif agreed to support this matter.

Future meetings, Agreed the next meeting be held on the 12th September 2024 with the Winter meeting being held on the 9th January 2025. Same time and venue.