

**PCS Practice - Buchanan Road Surgery
Patient Participation Group Meeting
Minutes**

21st November 2023

Item	Standing Item	Specific Issue	Lead	Time allotted
1	Matters arising	Welcome and apologies Actions from previous minutes		
2	Did not attend (DNA's)			
3	Staff Updates	Physio – Here twice weekly – can self-refer – either F2F or telephone Child Mental Health Workers – GP referral – Walking and talking therapies Adult mental health Workers – GP referral Councillors – self referral – talking therapies		
4	GP Registrar	Leavers/left – not having a trainee this year.		
5	Receptionist	New Receptionist Amy – settling in nicely		
6	Appointment progression	Anima – coming soon. New Ways to Access the Practice Over the last few months, we have been undergoing a review of how patients access the practice services. We would like to increase our online access so patients that are able, can request appointments and seek help online. The phones will continue to be a key way to contact the practice, this will not change. The thought is that if some patients use online that will free up space on the telephones, thus reduce the waiting times. We would like your views, when thinking about online access, what is important to you what would encourage you to try the new service? What actions would you like to complete online for		

		<p>example request appointments or deal with a clinical query, do you have any concerns?</p> <p>Would we be able to email you to ask for your opinions of any potential changes? If yes, please provide an email address.</p>		
7	AOB			
Date of Next Meeting: TBC				