

## **MINUTES OF THE MEETING OF MAYBUSH PPG HELD ON 1<sup>ST</sup> NOVEMBER 2023**

**PRESENT** – JB (Chairman), CC, JC, WL, ML, JL, LG, LD, RW (Secretary).

**APOLOGIES** – SB, FH.

### **MINUTES**

The minutes of the meeting held on 23<sup>rd</sup> August 2023 were approved.

### **MATTERS ARISING**

- LG reported that the telephone 'intro' had been made shorter.
- LG explained how the ***patches*** system worked. Clinical and administration all under the same umbrella. Have received good feedback from patients. One clinician is dedicated to the system each day.

### **FEEDBACK ON FLU INJECTIONS**

LG advised:

- Hundreds of vaccinations purchased by Maybush remained, unwanted, in the fridge. This is because we have to order well in advance and we don't know what the take-up will be. Wakefield as a whole has lots of vaccine left.

In 2023, the 50-64 age group was not included in the programme - but by the time we were made aware of this, we had already ordered vaccine for them.

Lots of patients went to pharmacists for their injections – where they could receive both flu and covid vaccinations. Our take-up from eligible patients was low.

- JC stated that she attended a pharmacy because they vaccinated earlier.
- RW asked if the practice had decided not to give flu jabs in 2024? LG said we could decide to do this, but would not. We were planning to have the first 2024 clinic in September.

### **PATIENT SATISFACTION SURVEY**

JB stated he receives exemplary treatment.

DC pointed out the number of complaints on Guntree. LG stated that we receive lots of compliments – but said we had received a patient complaint because we had advised the person concerned by text that she had missed her appointment.

### **ANY OTHER BUSINESS**

JB advised that he would raise the matter of a non-smoking event at the next meeting. Also, that he was concerned at becoming forgetful and would be having a brain scan.

**NEXT MEETING** – Wednesday 7<sup>th</sup> February 2024, 4pm at the practice.

The meeting closed at 17.00.