**Minutes of Patient Participation Group Meeting (PPG)**

**Monday 8 April 2024   
2pm in the Learning Loft at Library House Surgery (LHS)**

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| **Present:**  Barry Culpin PPG Volunteer  Viv Culshaw PPG Volunteer  Ros Millington PPG Volunteer  Christine Jones, PPG Volunteer  Cheryl Winstanley, Office Manager  Craig Lee, Practice Business Manager LHS  Patricia Barrow, Assistant Manager LHS  Dr Tipper, GP Partner LHS | |  |
| Apologies: | Tony McSpirit, Alison McCrudden, Jeannie Stirling | |

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| **Chair:** Ros Millington PPG Volunteer.  **Minutes:** Patricia Barrow | **ACTION** |
| 1. **Welcome and Apologies**   Ros opened the meeting and welcomed everyone. |  |
| 1. **Minutes of previous meeting and Matters Arising**   Members stated that the minutes of the meeting on 08/04/24 were a true reflection of the last meeting.  It was pointed out that NAPP had not been added to this month’s agenda. This will be included going forward  . | PBa |
| 1. **Feedback from surgery patients and surveys**   **Craig**  **23/24 End of Year Data - NHS App** Craig shared a paper copy of the 23/24 End of Year Data and  clarified the Baseline data is taken from April 23 to March 24.  Ros acknowledged there has been a huge improvement in the reduction of phone calls for medication requests, it is evident that we are still receiving 500-600 telephone calls per week from patients ordering their repeat medication. to the  On the whole, the reports are positive (copy attached)  Viv brought up extension of repeat prescription requests, i.e. 2-3 months. Dr Tipper confirmed that the practice would be agreeable to this, providing the medication is not, for example, anti-depressant medication. Dr tipper also suggested that at 12 month medication review, this would be a good time to mention this  All the indicators are up showing that patients are using the NHS App. We have no data to show the differential between patients using NHS App and Patient Access.  **Information on recorded messages** – Viv asked about the message on the phones about length of waiting times advising patients to ring back. Craig confirmed that this was related to NHS Health Checks, which has now been removed from the answer machine message.  Viv also brought up a patient not being able to book a GP appointment a month in advance on reception. Dr Tipper explained that GPs usually book their own follow ups.  Waiting times vary for certain clinicians.  **4. Surgery News and Updates.**  Covid spring boosters are due. Invites are currently going out as we speak.  We are having a general tidy up and putting up pictures around the surgery.  We have two Care Navigators recently started with us, Freya and Sarah.  **Significant Event.** Craig made everyone aware of a serious event which happened last week. A person came into the surgery in a wheelchair and used the toilet, did not speak to reception at all and the toilet was found in a terrible state with obvious evidence of taking illegal drugs. This was reported to Police and we have increased visibility of signage for CCTV. |  |
| **5. Communication**  **Phone Queue & Call Backs**  Our social media is active and being updated almost daily.  Our phone system is able to provide a call back option which seems to be proving popular with patients. Patients using this option are called back in the same order as they would have been answered if they had waited in the call queue.  In addition, some of our on the day appointments are available to book via the NHS App from 7am each morning, Monday to Friday. |  |
| **6. Update from outside agencies**  **Scrivens** (who provide NHS Audiology service from our site) are still with us. Jane, the audiologist who has been with us from when Scrivens came on site, is leaving for pastures new, but will be replaced.  **Buckshaw Hospital** have an open day on Sat 13/4/24 (Ramsey Healthcare).  **Viv** asked about patient information shared to ‘private’ hospitals and stated the patient’s clinician was not able to access patient records.  We explained how our referrals work – they are uploaded electronically to our referral information centre. The referrals contain good medical history and patient information as dictated by the doctor/health care professional. Whilst the referrals are accessible wherever the patient is seen, Craig explained can be problems due to different IT systems at some sites. |  |
| **7. New Agenda Items**  **7.1 Viv Information on Translation procedures to Non English speaking patients, & other implements used to communicate with patient**.  Craig explained that on registration with the surgery, patient’s preferred first language is recorded on the patient’s record. When an appointment is requested, a prompt for staff pops up to provide a double appointment for the patient and an interpreter is required. The procedure at the patient’s appointment is as follows:  Patient is called in by the doctor. The doctor calls language line and requests the relevant language to be interpreted. A 3-way conversation on speaker phone is had by the patient, GP and interpreter. This is a service which works very well.  **7.2 PPG Meeting Minutes on the Surgery Website and notice boards. .**  Patricia required clarification that all PPG members and LHS staff are happy to put their full names on the minutes, which will be visible to patients and anyone who accesses LHS Website. All present agreed that full names are fine. | P Barrow |
| **8. Any other business**  **Barry** Barry produced some data which had been published by The King’s Fund who have carried out research on how many patients in this country are waiting at least 4 weeks to see a GP.  Chorley SR is 5th in the country with a total of 8.4% waiting for 4 weeks or more.  **NAPP** (not on current agenda – to be included as a regular agenda item going forward).  Barry asked about PCNS and whether we are a member of a PCN. Craig explained how this works. A link to how PCNs work for those who are not currently aware.  <https://www.england.nhs.uk/long-read/primary-care-networks-pcns/>  **Viv**  Mentioned that the blood clinic has moved to the new Cuerden Wing at Chorley hospital. The best way to access this for patients is via the Preston Rd entrance or where the ‘old’ entrance to maternity unit was.  Data on appointments not attended (DNAs) will be provided in future meetings.  Alliance Director of local Integrated Care Board is to be invited to one of our meetings. Viv will send Jeremy’s email address to Barry.  Viv stated that Alison is happy for us to share any information she provides. | P. Barrow    C. Lee  C. Lee  V. Culshaw |
| **\*\* END \*\*** |  |
| **Date of Next Meeting 13th May 2024 at 2pm in the Learning Loft.** |  |