

**Minutes of Patient Participation Group Meeting (PPG)**  
**Monday 11<sup>th</sup> November 2024**  
**2pm in the Learning Loft at Library House Surgery (LHS)**

<b>Present:</b> Ros Millington, Chairperson PPG, Christine Jones, PPG Volunteer Tony McSpirit, PPG Volunteer Barry Culpin, PPG Volunteer Jeannie Stirling, PPG Volunteer Dr Kevin Tipper, General Practitioner LHS Craig Lee, Practice Business Manager LHS Cheryl Winstanley, Office Manager LHS	
Apologies: Patricia Barrow , Viv Culshaw, Gill Stubbs	
<b>Chair:</b> Craig Lee PM <b>Minutes:</b> Cheryl Winstanley	<b>ACTION</b>
<b>1. <u>Welcome and Apologies:</u></b> As above  Craig Lee opened the meeting and welcomed everyone.	
<b>2. <u>Minutes of previous meeting and Matters Arising</u></b> Members read through the minutes of the last meeting held on 9 <sup>th</sup> October 2024. All agreed on.	
<b>3. <u>Feedback from surgery patients and surveys</u></b> Friends and Family data is not available. System is down. Gill Stubbs is working with Craig on a fix currently, but we cannot extract the data. National data is not up to date either.  Cle advised the meeting we had 83088 appointments in the surgery and took 9535 calls all in September. These numbers will be on the screens in reception and F/B. There were 217 DNA's in September too.  A discussion around call data. Cle to bring to next meeting.	
<b>4. <u>Surgery News and Updates.</u></b> <b>Craig</b> Recruitment: Craig confirmed that the surgery has recruited a full time GP and Rebecca Atherton will commence this Thursday. Confirmed we now have 7 female GP's and 3 male GP's. Craig introduced the new Buildings and It Manager Gill Stubbs. Saturday reception staff – Samantha Howlett – has now started with us. Care Navigator Sarah is leaving at the end of October and already recruited a new care navigator to start asap Rachel Jackson. Date TBC	

<p>Covid/Flu/RSV -We have given 2500 Vaccinations so far and still have approx. 1500 to go.          Jeannie asked why we had 2 staff vaccinating – 1 for flu only and 1 for flu/covid. CWi and CLe explained HCA can only give Flu and Nurses can give both. This process was to quicken and lessen the waiting times and queues.          Ivy taken down and all hedges trimmed.          New notice boards have gone up. Watch for them being populated.          Ros enquired about the uptake on the new QR code check in system. It works no different than the check in screens and patients are using it.          Cle said the radio and screen volumes were now working correctly after Gill had sorted them.</p>	
<p><b>5. Update from outside agencies</b>          Craig stated that there were no updates.</p>	
<p><b>6. National Association for Patient Participation</b>          Barry informed us that that fees are going from £40 to £80. No further comments on NAPP re AI triage systems. Comments on the Visiba system. Barry handed a sheet around to the group on GP/PPG services.          Discussion around whether to stay with NAPP for another year. Alison stated we ran like most other PPG groups that she had attended meetings for. Was I worth meeting other PPG groups to see how they operate. Discussion around getting more members to the group. Jeannie thinks that maybe people don't want to attend meetings etc?          Cle explained Leyland PCN chairpersons and PCN managers do get together to discuss joint PPG agendas. All have the same recruitment issues.          KT commented that by being in NAPP we are following CQC guidance and it shows by being a member we are participating nationally – people in authority can see that too.</p>	<p>Doc will be scanned on for minutes</p>
<p><b>7. New Agenda Items</b></p> <ol style="list-style-type: none"> <li>1. Was firstly thought we should leave but then decided to stay for 1 more year and see how it goes</li> <li>2. Tesco fundraising – PPG can apply for £1500 – surgery can't apply themselves – if we get this funding, we can put it towards other funding to use in the surgery- automatic front doors, reception and foyer upgrade. Ros to check out the details and how to apply for the grant and what level of detail is required. Ros to report back next month. Discussed other grants and how to source them. Jeannie offered to help with grant applications via a friend who is very good with fund applications and bid writing.</li> </ol>	

<p><b>8. Any Other Business</b></p> <p>Ros passed on 2 comments regarding our Care Navigator Jack and how pleasant and helpful he was.</p> <p>KT talked about a gadget he has seen for recording and minutes and meetings to help with PPG meetings and other meetings.</p> <p>CWi asked if the PPG would help out with Remembrance Day in The surgery with our display and selling poppies. PPG agreed. CWi to source poppies and posters etc.</p> <p>Alison suggested other charities too like the Dementia and Sunflower days.</p> <p>Confirmed with Alison we had the BSL training and how good it was.</p>	
<p style="text-align: center;"><b>**END**</b></p> <p>Date of Next Meeting 11<sup>th</sup> November2024 at 2pm in the Learning Loft.</p>	