

Minutes of Patient Participation Group Meeting (PPG)
Monday 10th June 2024
2pm in the Learning Loft at Library House Surgery (LHS)

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| <p>Present: Barry Culpin PPG Volunteer Ros Millington PPG Volunteer Tony McSpirit PPG Volunteer Christine Jones, PPG Volunteer Jeannie Stirling, PPG Volunteer Dr Kevin Tipper, General Practitioner LHS Craig Lee, Practice Business Manager LHS Cheryl Winstanley, Office Manager LHS</p> | |
| <p>Apologies: Viv Culshaw, Alison McCrudden, Patricia Barrow</p> | |
| <p>Chair: Ros Millington PPG Volunteer. Minutes: Julie Fairclough</p> | ACTION |
| <p>1. <u>Welcome and Apologies</u> Ros Millington opened the meeting and welcomed everyone.</p> | |
| <p>2. <u>Minutes of previous meeting and Matters Arising</u> Members read through the minutes of the last meeting held on 14 May 2024</p> <p><u>Matters Arising</u> Point 5, Communication – on the day appointments It was discussed that there had only been 20 appointments available for the day on the 29th of May from 7.00 am and this was due to an ANP absence and where possible the practice does try to arrange for a locum to attend. Appointments for the ANPs vary day to day and the practice has just recruited an additional full time ANP who will join the surgery in July and will reduce the need to use locum ANPs and hopefully stabilise appointments that are available.</p> <p>It was discussed that on occasions, the ANP appointments are used inappropriately, and that Cheryl does look at these on a regular basis, but it is difficult when patient's do not put a reason for the appointment. Any patients that are booked into ANP appointments which are inappropriate are contacted.</p> <p>Dr Tipper stated that GP surgeries are encouraging patients to contact the pharmacies who are now able to treat symptoms of sore throats, earaches rather than patients making an appointment to see an ANP. He also stated that some practices use "total triage" where the patient completes a form and a clinician reads through these prior to appointments being offered, but due to the large size of Library House Surgery, this would be difficult to carry out.</p> | |

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| <p>If all same-day appointments have been utilised, the duty GP is contacted, and they will advise if an urgent appointment is needed or whether this can be dealt with the following day. There is a duty GP list for each morning and afternoon where these are dealt with including those from ANPs, GP Registrar's and staff.</p> | |
| <p>3. <u>Feedback from surgery patients and surveys</u> Craig spoke about the Friends and Family Survey (see attached). The surgery had received 726 responses and of those 448 were extremely likely and 205 likely to recommend the surgery. The responses which are received are anonymous and the surgery is unable to trace where they have originated from regarding any negative comments and there is no significant pattern.</p> | <p>Cle to circulate</p> |
| <p>4. <u>Surgery News and Updates.</u> Craig Recruitment: Craig confirmed that the surgery has recruited a full time Advanced Nurse Practitioner and will join the practice in July. Office/IT upgrade: Over the next 10 days the work will be carried out and there will be 8 computers that will be upgraded including one on the front desk in reception. Work will start on the 15/16 June and be completed by 17 June.</p> | |

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| <p>5. <u>Communication</u></p> <p>Check and cancel: Patients that ring into the surgery will be able to cancel their appointment and will avoid waiting in the queue to speak to a member of staff to do this.</p> <p>Blood Tests: Library House Staff are being reminded that patients who can travel to have a blood test attend either Collison Avenue or Chorley Hospital. This will enable the practice to offer appointments to patients who are not able to travel and also any urgent appointments needed can be booked.</p> <p>EFI (Electronic Frailty Index): Craig re-iterated that the surgery is contractually required by the ICB (Integrated Care Board) to code patients over the age of 50 with an EFI score to identify potentially frail patients. They will then be reviewed and offered support and guidance. There are some patients who are still contacting the surgery who are unhappy about this being added to their record and enquiring if this is going to affect their travel insurance. Craig stated that the code on their notes will not affect this. There is a message on the website and Facebook Page explaining this to patients.</p> | |
| <p>6. Update from outside agencies</p> <p>Craig stated that there were no updates.</p> | |
| <p>7. National Association for Patient Participation</p> <p>Direct Marketing: Barry spoke about the NAPP wishing to use the SMS messaging service at LHS to contact patients to invite them to the PPG. Barry stated that this can be done if permission is sought from the Practice Manager, Craig agreed he was happy for this to happen. It was also discussed that the membership fee is due to be raised to £80. It was agreed to review this towards the end of the year.</p> <p>NHS Constitution 10 Year Review: Barry stated that the consultation is in process for patients to comment and that the closing date is 25 June 2024.</p> | |
| <p>8. Any other business</p> <p>Mental Health Awareness Week 13-19 June: Dr Tipper asked what the surgery had planned. Craig stated that Ruth Deaves, Care Co-ordinator had been promoting Andy's Man Club which is a charity offering peer-to-peer support around the stigma of mental health.</p> | |

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Date of Next Meeting 8th July 2024 at 2pm in the Learning Loft.