

PD/ KT/CL/ MP/ RO/ SB/BO

SB asked why we don't have an agenda.

Discussed how to promote PPG for other age groups – younger mums/dads maybe when child group appts are o to give a wider perspective of their requirements/ideas. PPG members to create a notice board in waiting room and maybe set up a table during flu clinics to recruit patients.

PPG members can raise anything on behalf of other patients.

Email PPG member for agenda items.

Maybe ask patients to email a PPG member any agenda items.

PD suggested a Chabot.

Discussed pharmacies supporting practices for minor ailments and what support they are providing.

Discussed about being triaged and signposted.

SB raised the size of the carpark and the double yellow lines to the right of the carpark entrance/exit as it's dangerous where the grass has been churned up which is a danger to patients.

Decided it's a council issue which SB will raise with them.

Discussed GP's waiting for ambulances- are we prioritised? Unfortunately, not although we do chase up if patient is deteriorating.

KT - telephones have been answered more quickly over the last few months.

We're having another telephone demo on Thursday as we're changing providers soon which will help in the telephones not being on hold and hopefully reduce DNAs too.

Last meeting was helpful having a GP attend the meeting.

Do the GP's want anything from the PPG?

Do we continue to have meetings without an agenda?

Do we send letters to GP if further action is required when patients have been referred for one thing and then need further treatment for something else? All letters which require action are sent to GP's/clinicians.

A list of GPs on the website which don't always match those offered for an appointment in practice – some locums which aren't always updated- SD doesn't know what qualifications, if any, they have.

Can we put a little information about what each clinician's role re ANP/ST1/ST2/ST3?

Can the ANP attend the PPG meeting in the future to explain her role as with other clinicians here? Unfortunately, this would reduce the number of available appointments on that day, but we could possibly plan in the future.

PD explained his appointment at LTH and he has so much trust with the practice and the clinicians.

KT stated he's never seen the same GP in all his years as a patient and never met Dr Gillespie – we do recommend continuity for both GP and patients and patient choice to. Patients may see a different GP if their preferred choice is not available due to holidays/sickness/GP work pattern.

SB asked if PCN meeting minutes are made public, as these could be relevant to patients? Redacted PPG minutes are on our PPG website page.

**Next meeting Monday 8<sup>th</sup> July 2024 at 3pm.**

**\*\* Email PPG pack to all members \*\***