

PPG meeting 08/01/2024

- Introductions made – Group went around and introduced themselves.
- BO will send previous minutes to RO.
- Previous minutes read and agreed.

- Community blood clinics – PD mentioned the list not being in alphabetical order and their being two “Blundellsands Medical Centres” BO advised to use the one with “N84020” after the name. Either should work as we haven’t had any issues receiving blood results back – BO will investigate this with Merseycare.

- Telephone recording - BO explained our system. PD raised can we have number in the queue on the message when waiting? BO mentioned the new system that’s coming at the end of the year should have this.

- CL raised the issue of getting an appointment is difficult – BO went through our appointment system and explained how it works. BO also advised that if any patients are struggling to get appointments, she is always available to speak to patients.

- CL asked what “routine” appointment means – how long the wait is.

- CL mentioned eConsult and could we promote this more? BO mentioned it’s advertised on the website, posters, media board, pull up banner etc.

- PD asked about the percentage of appointments online – do we offer less now as he finds it difficult to get an appointment online now – More patients online. PD asked is there a list of clinicians anywhere? BO advised there is a list on the website and in the patient leaflet.

- MP spoke about members who don’t attend the PPG – can we remove them from the PPG list?

- PD – how do we recruit more members to the PPG?

- MP – DNA’s - Is the intention to put the posters back up in the waiting room? BO explained yes and explained we are going to have boards up for carers, veterans, available services etc.

- BO spoke about the quiet area / invisible disability slot – this is for patients who need a quieter area for their needs. BO asked members for ideas – these can be emailed to BO any time.

- KT asked about recruiting mothers with new babies – BO advised that members are welcome to set up a corner in the waiting room to recruit new members.
- PD mentioned that he would be willing to put something together to promote to patients about his experience with additional services.
- RO asked about registration – BO explained how our process works with boundary changes etc. CG also explained how it works in the area with other practices too.
- MP asked about medication being out of stock – what do patients do in this situation? - CG explained about what pharmacies should be doing offering / CG also explained about the PCN medicine hub.
- Dr Gillespie introduced himself and explained what his role is within the practice.

Next meeting: Monday 8th April 2024.