

PPG Meeting Monday 11th September 2023

Present:

Lead nurse of the practice: **SH**

Chair: **MP**

Members: **CL, DB & KT**

Apologies:

Practice manager: **BO**

Minutes of last meeting reviewed and discussed.

KT has emailed a poster promoting the PPG to BO. To discuss next time. MP is happy to help KT with this.

As so many services are at May Logan, Litherland Town Hall, could we put maps of where these are on the practice website so we can signpost patients. Maybe even the bus routes?

MP suggested that if those on the PPG have not attended for 2 years could she write some information for them for the practice to send. If there is room availability could we alternate days, Monday, Wednesday, Friday to be available to more people?

The flu/covid campaign was discussed and SH advised the text/letters were going out the next day with links to book appointments this time for flu at the surgery. It was asked if emails could be sent but it is difficult to filter this out if they also have a mobile number. SH advised the covid vaccines would be done in the same way as previous years at local pharmacies etc.

It was discussed as previously that there is still no option to book telephone appointments online.

SH explained re the different services provided within South Sefton PCN which Blundellands Surgery is part of. She explained we are trying to address access by utilising these such as the respiratory HUB, local pharmacies, musculoskeletal service/physio. Dr CG is also looking at the e consults.

The number of DNA's was asked about and it was commented that the posters were not up to date with this in the waiting room.

KT asked what happened to his records from birth as everything is on the computer now. SH reassured and explained how the Lloyd George paper notes have been scanned into the computer records.

Members have decided they do not want their group photo on the practice website.

It was asked if the first name could be typed in the minutes rather than initials.

SH asked if they felt it appropriate for a different clinician to attend the meetings at times and it was agreed it was helpful to get to know us and the systems. MP wondered if there may be a GP who would have a special interest in the PPG.

MP asked about fundraising as she has done this in previous practices. She suggested a coffee morning to make more of a community feel to the practice. They will discuss again next meeting.

DB asked if reception staff are trained in triage. SH advised they have all done signpost training and work under policies agreed by the practice in order to book the most appropriate appointment with the most appropriate service/clinician.

It was asked if the phone message could be amended to advise that they may be signposted elsewhere. SH explained how long the message already is and difficult to change.

It was questioned why the front door is not opened until 8am and SH explained that patients had been trying to book on the day appointments before 8am so the group agreed with the decision so that it opens at the same time as the phones opening.

Next meeting: Monday 8th Jan 2024

SH will liaise with BO regarding the actions.