



PATIENT PARTICIPATION GROUP MEETING MINUTES

Meeting Date: Tuesday 30th July 2024

Attendees:

Practice	PPG Members:	Apologies:	
Representatives:	JB (Chair)	SF (practice)	JW
Kirstie Hornsey	KD (Vice)	MF	HB
Sue Scorer	KE	MS	YT
Faith Woodcock	SF	LC	
	JP	CL	
	WS	BD	

Meeting Minutes		
Item		Owner
1.	<p><u>Welcome and Introductions</u></p> <p>The meeting was opened by the Chair. Members re-introduced themselves as a new member (SF) was present and SS passed on apologies from members and staff unable to attend.</p>	
2.	<p><u>Actions from last meeting</u></p> <p>Still to arrange for members to come into the surgery to show patients how to use the NHS app, SystemOnline and Online Services. HB happy to do this but waiting for confirmation of new rota. JP also happy to help with this once dates have been coordinated.</p> <p>PPG members still to come up with ideas for noticeboard in reception. Any ideas welcome and practice happy to print, laminate and display. Suggestion that photos of some of the PPG members could be displayed on the noticeboard together with a paragraph about themselves and why they are volunteering on the PPG group. This would be entirely optional.</p> <p>Member's story of weight loss has been included in previous newsletter.</p>	
Action	<p><i>To confirm dates for training on site</i></p> <p><i>To ask if members would like their photos/information to be included on the noticeboard</i></p> <p><i>To go through webpage at next PPG meeting and make suggestions</i></p> <p><i>Members to continue to think about ideas for PPG noticeboard</i></p>	<p>HB/JP</p> <p>ALL</p> <p>Members</p>

3	<p><u>Agenda items from patients</u></p> <p>None provided prior to meeting however discussed the Pharmacy First scheme and some concerns that it may delay seeing a GP (details of this are included in minutes from previous meeting).</p> <p>The practice now has a good system in place for managing referrals into Pharmacy First and have very few patients who need to come back to see us after seeking treatment through this scheme. It is particularly useful for things such as coughs/colds for which over the counter medication can be sought etc. Full details can be found at: NHS England » Pharmacy First. You can refer yourself by calling into a pharmacy or the practice can make a formal referral on your behalf.</p> <p>There was also a discussion on the local meetings for PPG Chairs which used to take place regularly. It seems these are still being held and the practice will contact the ICB to ensure our new chair is invited to these.</p>	
Action	<i>To contact ICB to add JB onto distribution list for Chairs Meetings</i>	FW
4	<p><u>Update from practice</u></p> <p>At the recent North Lincolnshire Primary Care Awards the practice won four awards; GP of the Year (Dr Hussain), Practice Manager of the Year (Faith Woodcock), Reception Team of the Year and an award for Clinical Improvement for Diabetes. Members asked how this was being publicised – it has been added to the website and certificates are displayed in the foyer on site. We will also add something in the next newsletter.</p> <p>We have a new Mental Health practitioner who recently started working with us one day per week.</p>	
5	<p>Action plan for coming year</p> <p>It was discussed how members do not really communicate with each other between meetings so a lot of the actions they would like to achieve are not moving forward. It was agreed that in the first instance we would check if members are happy to share their email addresses so at least they could communicate and possibly look in the future at expanding this to another WhatsApp Group for those happy to be included. Those members present gave consent for their email addresses to be shared.</p>	
Action	<i>To check with members not present if they are happy to share their email addresses</i>	FW
AOB	<u>Suggested date of next meeting with be circulated with minutes.</u>	