**Patient Participation Group (PPG) Minutes 4.12.24**

**Apologies**

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**Staff Changes**

Dr Rydel – Has sadly left us he is moving to Australia in March and is focussing on his university work until then.

Dr O’Donnell – Male GP joined us a month ago to replace Dr Rydel’s hours, currently locum with a view to salaried, he also works at Ashworth Street.

Sumi – Nurse Associate is leaving us at the end of December to start university to become nurse.

Abigail – Will be joining us in January to replace Sumi, has worked in secondary care.

Natalie –Is pregnant, pregnancy leave starts at the end of February.

Sarah – Joined us 3 weeks ago as a new receptionist.

Mags – Joined us 3 months ago as new receptionist.

Nicola – Is moving from reception into care coordinator role, will keep some shifts in reception so she can keep the skills and cover if needed.

**Dementia Workshop**

Julie came up with the idea of running dementia workshop to support our patients and carers, she has done 3 sessions so far and the feedback has been great, there is a speaker for the carers and games and sing alongs for the patients. These are being run each month.

**Functional Fitness**

Through living well this was a 10 week course of gentle exercises for patients with mobility issues, feedback was excellent and we are hoping to get funding for another course in January.

**Skin Analytics**

A new service put together by our Primary care Network (PCN) and is available to all 6 practices in network. This is available to us currently based in Littleborough Health Centre but we are looking to get training to have the service here too. Patients ring the surgery with a skin lesion or mole that needs looking at, there are a number of questions to ask to make sure they are eligible for the service then an appointment can be booked through our reception team. At the appointment a photograph of the lesion/mole will be taken and assessed and a referral will be done if necessary.

**Enhanced Access – Winter Pressures**

Extra capacity for doctors appointments over the winter period, based at either Littleborough or Whitehall street clinic, these appointments are for acute problems they are available to our reception team to book from Thursday at 8am and the appointments will be either Saturday or Sunday

**DNA’s**

922 DNA appointments since April this year 182 in November alone. Patients have a number of ways to cancel an appointment (call the surgery, cancel through their NHS app or reply to the appointment confirmation text)

*Action* - add to the screen in the waiting rooms with a message from the PPG

**Patches**

We have been doing some work with Patches, a service through our website where a patient can order medication, request sick notes or send a message to the practice. Does not require passwords but will ask you to register the first time you use it.

**Telephone/email**

Too many calls and emails being received, feels like a call centre in reception some days, emails are coming from patients and there is a risk hospital emails may be missed due to the volume being received.

**Ordering medication**

During covid the rules around ordering medication over the phone were relaxed, we need to get back to patients ordering by other methods, first option is through the NHS/patient access app, second is through Patches (available for children who can not have access to the app) and third option is to drop into surgery in the box on the left as you walk in. A text will go out to all patients advising them of the changes soon and will take effect from 3rd February.

**Website**

A few details needed updating on the website, district nurse telephone number, podiatry number and staff changes. These have now been updated. Referral to the midwives now has to be done online, the website was not easy to find and even harder to explain over the phone where this is, this has now been added to our website and a link will take the patient straight to where they need to register. The way in which you register to join the practice has also changed, in the past we needed 2 forms to be completed which were different for under and over 18s, there is now one form and a link to the form has been added to the website.

The pharmacy are now able to diagnose and treat 7 common conditions, the information for this and eligibility criteria has been added to the website.

**Any Other Business**

Meetings – we hold a nurse meeting once a month and a clinical meeting the week after to discuss with the whole clinical team.

General Practice Improvement Programme (GPIP) – A programme that we have joined to help us work smarter so we can maintain the same level of service that we currently give. We have weekly meetings from November

Flu Vaccines – lost a lot of patients to the chemists this year and will have to destroy some vaccines, reduced the number we will order next year.

List size – currently 7933, can only accept new patients if they are in our catchment area, we have a list in reception for patients outside of our area in case this ever changes in the future, a business case has been put together for us to use some of the expansion space on the nurses corridor.

Jackie Gunn – Has retired from secondary care but has continued to help us this year with flu and covid vaccinations and will help us next year, she needs evidence and feedback questionnaires completing for her revalidation if anyone is able to do this for her?

Dates for next PPG – requesting dates in advance and the time to be later in the day where possible suggested 5-6pm Tuesday or Wednesday

*Action* – Nic to put meetings in place once a month for the next 4 months, on the week of the LTI. Will review frequency as we progress through the year.