

Patient Participation Group
Meeting

Friday 8TH December 2023

Chair: Jessica Priestley – Care Co-ordinator (minutes)

Attendees: KS, LK, JK, PJ, JB, CP, IW, SM

Previous Minutes	Nil to discuss	
New Agenda Items	<ol style="list-style-type: none">1. Need to elect a chair for the PPG.2. Telephone system3. Dr Ghafoor attending next meeting.4. Digital workshop5. New appointment system6. Dr Jiva	
PPG Chair	<p>We discussed the PPG Chair and if anyone would like to be appointed the role at this time no one wanted to be the official chair SM kindly agreed to be the interim chair until one is appointed, she will be the point of contact for the PPG members and raise items to add to the agenda and ideally the chair will set the agenda in liaison with the care coordinator.</p> <p>If anyone wishes to become the official chair for the PPG please do get in touch and we can appoint yourself.</p>	
Telephone System	<p>We are awaiting the cable installation of cabling it is unfortunate that we have been held up by red tape with NHS England but very hopeful the new system is going to be up and running very soon.</p>	
Next meeting	<p>As discussed, Dr Ghafoor will be attending the next PPG meeting in March to discuss his work with research in primary care that we carry out in practice.</p>	
Digital Workshop	<p>We hold a digital workshop here at the surgery with the SPLW team regarding the NHS APP use it and the online service patches and how to use it.</p> <p>If anyone would like to attend, please get in touch and we will add you to the next workshop.</p>	

<p>New appointment System</p>	<p>The new appointment system is up and running now with a mixture of face to face and telephone appointments with all GP's and also the option to pre book appointments with GPs one week in advance both on the NHS app and telephone we also discussed the online service PATCHS JP asked all the attendees to try and spread the word around the appointment system at the point of the meeting not many of the members had used the new system but they like the fact you can now choose face to face or telephone and also the non-urgent option via PATCHs and are more likely to get a doctor of preference.</p>	
<p>Dr Jiva</p>	<p>Dr Jiva dropped by to the meeting today to discuss what is happening within the PCN regarding health and how the 7 GP surgeries within the Middleton PCN work together.</p> <p>We discussed the different services available within the PCN mental health teams and the pharmacist. We also have the non-medical services with our SPLW team for patients aged 13 and above.</p>	
<p>The attendees of today's meeting asked what would be happening with the space next door when the Pharmacy leave in March, we are unsure at the moment, but suggestions are welcome.</p>		
<p>The next meeting will be held on Friday 15th March 2024</p>		