**Patient Participation Group (PPG)**

**Minutes of Meeting – 14th January 2025**

**ATTENDEES:**

Jan Venkatraman – Managing Partner (JV)

Farah Bano –Manager (FB) Minutes

David Vickers (DV)

Yvonne Bottom (YB)

**APOLOGIES:**

Christopher Fowler (CF)

Christine Lewis (CL)

Carol Caudwell (CC)

Peter Holmes (PH)

**AGENDA ITEMS:**

**Welcome**Members of the group were welcomed. Farah was introduced to the group as a new manager who has worked alongside Jan for the last 18 months.

**Prescription and Medication Concerns**: There was a conversation about patients not planning ahead for prescriptions, leading to last-minute requests, which can be difficult to manage. It was emphasized that patients should be more aware of when their medication is running out.

**Building and Staff Updates**: The practice is working on reconfiguring their loft to create more space for medical students, but funding and resources for new computer systems remain a challenge. The practice is also focusing on improving safety of the car park at Whiston. Dr Dawood was mentioned as our newest GP Partner who is also a GP trainer.

**Patient Communication**: The practice discussed balancing telephone calls with the growing use of online services for patient requests, highlighting how phone calls have reduced slightly, but there are still some issues with patients' expectations for telephone request. Members have reported that the online request service works exceptionally well, with a prompt callback from our receptionist shortly after submission. They consider the new service to be fantastic.

**Patient Hub and Service**: The practice is encouraging patients to use the hub service, which operates evenings and weekends and offers a range of services, including nurse appointments, physiotherapy, and general GP appointments. The challenge is increasing patient awareness and encouraging use of the appointments.

**Community Engagement**: Discussions included using community spaces (such as churches, mosques and local centers) to spread information about local support available to patients. The idea of using a community newsletter for sharing practice updates but is chargeable now.

**Suggestion Boxes**These were both empty.

**“Did not Attend” (DNAs)**

Missed appointments continue to be a problem and are a major contributor to the strain on time and resources in Primary Care, resulting in longer waiting times. Letters has now been sent out after a patient has had 3 DNA and they are removed from the practice, figure’s to be bought to next meeting.

**Social Prescribing**: There’s ongoing effort to use social prescribers, care coordinators, and

dementia nurses to assist patients. They help with services such as befriending, shopping, finances,

and support etc.

**Winter Issues and Vaccinations**: Flu vaccination uptake has been lower for under 65s but higher for those over 65. Staff sickness related to flu has been an ongoing issue, while staff flu vaccinations are encouraged.

**Public Engagement and Suggestions**:

A virtual Patient Participation Group (PPG) is being considered for better community involvement through a social media page. Farah will look into developing a page where patients are able to support each other.

**Next Meeting at Whiston**

**Tuesday 11th March 2024 3.30PM**