**Patient Participation Group (PPG)**

**Minutes of Meeting – 16th June 2025**

**ATTENDEES:**

Farah Bano – Practice Manager (FB) Chair/Minutes

Yvonne Bottom (YB)

Christine Lewis (CL)

Carol Caudwell (CC)

Peter Holmes (PH)

**APOLOGIES:**

David Vicker

**Prescription and Medication Concerns**FB mentions that patient complaints about prescriptions have decreased significantly.

CL shares an issue with medication reviews and the NHS app, where patients are unable to order medication online.

 FB explains that the system automatically disables online ordering if a medication review is overdue.

Feedback from the last meeting about implants and coils led to a change where patients are informed that cancelling appointments will remove them from the waiting list. Last clinic had no DNAs, which is a positive outcome.

**Patient Hub Services and Long-Term Conditions**
FB discusses patient hub services, including asthma, diabetes, and COPD reviews. The practice is promoting the use of hub services to manage patient appointments.

PH suggests posting reminders about hub services

PH raises concerns about patients not knowing about the hub services and the need for better communication.

FB explains the challenges with patients booking appointments online and the need for telephone triage for elderly or disabled patients.

**Staffing**

 The practice is currently recruiting for a salary GP and new receptionists, including an apprentice.

Management Support and Complaints

FB discusses the need for a performance manager to support the management team.

FB mentions a complaint audit for 2024/25 with 18 complaints overall, most of which were minor.

**Online Appointment Booking and Emergency Appointments**

CL raises concerns about the online appointment booking system timing out.

PH discusses the difficulty of booking emergency appointments online and the need for better communication with receptionists.

 FB explains that emergency appointments are assessed on a case-by-case basis.

**Windows 11 Upgrade and IT Issues**

 FB explains the challenges with the ICB's upgrade to Windows 11, including the need for new laptops and check-in screens.

 The practice had 32 laptops but only received 16 from the ICB.

 The check-in screens are not compatible with Windows 11, and the ICB is not providing funding for these.

**Heidi Transcription Software**

FB introduces Heidi, an NHS-approved transcription software for consultations.

 The software transcribes consultations onto the patient's record, saving doctors' time. The practice has completed a DPA and GDPR assessment for Heidi and plans to inform patients about its use. Heidi is not capable of making medical decisions and can be edited by doctors if necessary.

**Next Meeting at Whiston
Tuesday 15th July 2025 3.30PM**