



**Patient Participation Group
Meeting.
Friday 3rd May 2024**

Attendees: Julie South (JS), Tracey Knott (TK) Ged Palmer (GP) and Ian Humphries (IH)

New Agenda Items			
Topic	Discussion	Action	Completed
Welcome.	JS introduced the meeting and thanked all attendees. As this was the first official meeting for a while each member introduced themselves.		
Minutes of the last meeting.	It was agreed that due to the time lapse these minutes are out of date.		
Access.	JS confirmed that we now have more Doctors employed across the organisation which has improved appointment availability. Pt's can now book online, by telephone and at reception. Total Triage was explained and because of feedback from our patient population (patient survey) we would not be adopting the full total triage model but will ensure equity of access for all of our patients.		
Estate Plan.	JS confirmed that Medicare will be closing and inform all, that Pt's that normally attended there have received text messages/letters to advise them that they can use The Village Surgery which is across the road. It was also explained that Buckshaw Village is now operating at full capacity with no spare rooms available.		
Staffing Update.	JS informed members that due to ARRS the organisation has been able to employ a second Pharmacist, Pharmacy Technician, GP Associate and Care Co-ordinators to enable more appointment to be available and to offer choice to a patient. It was discussed by the members that there is a requirement to education the population to enable Pt's to make the right choice of clinician to free up Doctor appointments. It	JS/TK	

	<p>was discussed at length on how this would be best achieved. GP suggested producing a leaflet that could be handed out to explain the different conditions that each clinician could see. IH and GP This would mirror the information already available on the website JS/TK will discuss further and update at the next meeting.</p> <p>An open day was also suggested, however the last open date that was held was not particularly well supported.</p>		
Appointment system update	<p>JS explained the new appointment system. Appointments are available to be pre booked in advance. Many appointments are bookable on the day, from 07:30 online, and 08:00 by phone.</p>		
NHS Triage – Pharmacy First	<p>Questions were asked as to how members felt and how well informed there were. IH mentioned that the Pharmacy in the square at Buckshaw Village had advertised well and were happy to explain further on what conditions they can see. It was agreed that this also falls into educating Pt's. GP suggested that if clinicians could possibly give a short presentation in Schools this may help to clarify what is available. JS will investigate this before the next meeting.</p>	JS	
AOB	<p>JS informed members that the organisation is reaching out to various vulnerable groups such as those with serve mental illness and Military Veterans. A veteran's breakfast is planned in the near future. Coroners reports are being monitored to ensure that patterns are seen early to improve awareness and identify situations and scenarios that may impact on Primary Health Care, this will allow best practice to be achieved.</p>		
Next Meeting	Next meeting will be held at Buckshaw/Teams on Tuesday 11th June 2024	JS	