

Longton Lane Medical Practice
Patient Participation Group
Minutes of Meeting 28.03.2023

Attendees

(LR) (LB) (MD) (YV) (BH)
(JR) (SJH) (BG) (GR)

Apologies

CE, KB

Matters Arising

The answerphone in surgery is being updated and will include four messages. It will suggest that if you are not ringing for an appointment, please keep the line clear before 10 a.m. and after 2.p.m.in the afternoon.

Meetings will now take place June, September, January and April with the AGM taking place in September.

Minutes Agreed

Report from Surgery – LR

- There will be an external Pharmacist working 5 afternoons from April. This pharmacist role is mainly dealing with prescription requests and queries.
- We have a new primary care network pharmacist starting mid-April. His main role would be doing medication reviews.
- Suad Physician Associate is leaving the practice she covered the care home and acute problems.
- A receptionist has left, and there will be an advert put out for another.
- AK, Strategic and Digital Transformational Lead could not attend the meeting but has sent a report which will be attached.
- There is a Digital day out on 13th April at the Bowery Medical Centre from 2 p.m. to 5 p.m. which members of the PPG are invited to attend.
- There is a Network pharmacist starting in April called Matthew.
- End of year reviews are taking place.
- The practice is providing the care homes with the spring covid boosters.
- Patch is taking the place of the e-consult but is not quite running yet.
- Enhanced access on a Wednesday afternoon will be available to those requiring to be necessarily seen. Routine appointments are unavailable at the practice on a Wednesday

afternoon , patients can call the enhanced access phone number to see if they have any availability or the receptionist can check when they call. Patients who feel the need to be as it is an emergency they will be given the phone number for Rainhill Village Surgery who will cover our patients. Patients can always call 111 or attend a walk-in centre.

Items from Agenda

LB How long does a prescription take the Pharmacist prepare.

Local pharmacists can be asked by members when visiting their own chemist.

LB Physiotherapy waiting times

The NHS have a 4-month waiting time for physiotherapy.

YS Water availability in the Surgery for Patients

There is availability and plastic cups should always be available and used for patients.

AOB

Lisa asked if the Group would help with the Survey that is due? The Group agreed.

New member has signed up for the Group. Will attend next meeting.

Digital day out brief

All members of the PPG are invited on Thursday 13th April from 2pm – 5pm at the Bowery Medical Centre Thatto Heath St Helens light refreshments will be available.

Please let Lisa know if you would like to receive a text message invitation for the event.

Details sent regarding the Digital Transformation are attached to the email.

Next Meeting

The next meeting will be on Tuesday 13th June 2023 at the Bar Next Door at 1.0 pm.