

Longton Medical Centre
Patient Participation Group

Tuesday 20.02.24

Manor Farm at 1.00 pm

Minutes

- **Welcome**
- **Present- KB, JR, YS, LR, MD, CN, GR, KH, DS, LB**
- **Apologies- CE (and resignation), HR, SN, BG**
- **Minutes of previous meeting**
 - Passed as accurate
- **Matters arising are within the agenda**
 - **Report from Surgery – (LR)**
 - Confirmation that Longton Medical Centre and Crossroads surgery are fully merging with effect from 26 Feb 2024. The buildings will be integrated with the main entrance via the Longton door. There is a possibility that post merger and associated building works there will be a space for future PPG meetings.
 - There is no expectation that the merger will impact the availability of GP appointments. Crossroads staff are merging with Longton staff so the overall headcount will offer 3 x GP partners, 1 x salaried GP plus 3 x trainees and additional medical and admin teams.
 - **Could GP phone appointments be more time specific? (YS)**
 - Surgery will be asked if a 30/60-minute range can be allocated for a phone appointment call rather than morning or afternoon? Patient feedback indicates issues having to wait around at home for the call particularly if it is of a private or personal nature.
 - **Phone appointments tend to be difficult to hear. (LB)**
 - Doctors have been issued with headsets for phone calls which should make the situation easier. PPG to feedback at the next meeting.

- **Issue with urgent Wednesday afternoon appointments. (YS)**
 - PPG advised that if a patient requires urgent support on a Wednesday afternoon they should ensure the reception team are aware of the urgency when they call. The reception team should then advise the patient to call Rainhill Village Surgery who will provide additional advice/support.
- **Different ways of booking on the day appointments. (LB)**
 - Discussion about the options for making on the day appointments. Options for phone call or in person attendance to make an appointment. Reception staff balance the two groups to ensure a fair allocation of appointments.
 - From 26 Feb 2024 the number of people able to be held in the call queue will increase from 5 to 10
 - From mid March a call back facility will be introduced. Patients will be able to opt for a call back without losing their place in the queue rather than holding.
- **Ways to encourage a younger age group to join PPG (CN)**
 - PPG open to encouraging membership from other demographics groups. All will be aware of opportunities to inform, for example, young parents, about the PPG.
 - Awareness raised of the need to manage the number of PPG attendees to ensure that the meeting is manageable whilst at the same time representing a broader range of patient groups. Suggestion that 15 attendees is a good number.
- **Survey for the Surgery up date (LR)**
 - Survey to be held back until the merger has taken place.
- **Social Prescriber (SP) – guest speaker 1.15pm**
 - Adele Wood attended as a guest. She explained how the SP will be patient led in identifying activity to support mental health and wellbeing issues. For example after listening to one patient a walking group has been established for surgery patients. Leaflets about the role of the SP are available in the surgery.
 - Access to the SP can be via GP referral, other surgery staff referral or self referral.
 - Funding for activity is accessed by the SP from a range of charity, community and lottery type sources

- **CQC feedback (LR)**
 - Overall 'good' rating received from the December audit. Some areas for action were identified but these related to the Practice Nurse activity – recruitment is ongoing to fill the role. Confidence from the Surgery that once the role is filled targets should be met.
- **Up date on “Did you know?” board for the waiting room (LR)**
 - It is anticipated that once the building work has been finalised there may be more available wall space for noticeboards. Will review at next PPG
- **Arrangements for meeting other PPG (LR)**
 - The Rainbow Surgery PPG was dissolved and then restarted. The new Chair has not made contact to arrange a meeting/call. Crossroads do not have a PPG but the patients will become parts of the Longton PPG.

AOB

- Advised that we should not be advertising the PPG on personal Facebook accounts
- Future meetings discussed. PPG members generally found travelling to the Manor Farm acceptable. Where issues were met we were able to offer lifts. There is a reservation in the Manor Farm for the May and September meetings but as this is a free venue we are not financially committed. Should any other free venues become available in a suitable location we can change the venue.
- Suggestion that we are more proactive about outputs from the meetings – providing flyers etc. Agreed in principle and we will look at options when we know what space may be available for the PPG in the merged surgery.

Date of next meeting: 21 May 2024, provisional location Manor Farm (unless advised)