

Longton Lane Medical Centre
Patient Participation Group
Annual General Meeting
Tuesday 19th September 2023

Attendees

LB, LR, YS, GR, MD, BG, JR, KB, SN, DS, BH, HR, CH.

Apologies Received

SB, CE, CN, MH.

Welcome

The outgoing Chair welcomed all to the AGM and introduced the new committee. There was only one person showing an interest in being a member of the committee therefore the following was decided -

Chair: CN

Vice chair: GR

Secretary: LB

Thanks sent to SH who has resigned from the Group and MD for all her work spent making Posters and advertising the group and also allowing us to hold the meetings on her premises.

Guidance Update:

1. Any member can be nominated for the committee:
2. Any member can vote toward any decisions:
3. Voting for the committee will be carried out by email

Past Year

Although we have looked at ways to make appointments easier to arrange, due to the present climate after Covid etc. it is not fixable now:

Looked at better times to ring the reception and have helped patients to know the best times for their needs:

Agreed to help with Lisa's survey, which will be conducted in the New Year:

Patches – message cannot be changed now: The email sent by patients will be replied to within 24/48 hours:

When GPs need to ring back patients that an hour time slot can be given to save patients missing the call was not possible.

Results of tests – if after 2 weeks not hearing results but still have symptoms contact the doctor. Lisa to refer back to doctors about making this clear as different blood tests take different times to come back:

2 speakers were invited to come to our meetings after they showed an interest but neither came:

It can take 7 days for a prescription to be ready (Rainhill Pharmacy) allowing two days for the surgery to prepare however different pharmacies seem to have different times.

Future Plans

Lisa told us that in March 2024 a call-back service will be available for appointments:

Next meeting we will discuss the survey to be carried out by the NHS **(LR)**

More information to be gathered from surgery regarding second blood tests **(LR)**

We will aim -

To liaise with other PPG groups:

Investigate more places in the surgery for advertising PPG: **(MD)**

Hold patient meeting in surgery **(SB)**

Organise Social Prescriber to visit group **(LR)**

Additional roles in the surgery **(LR)**

Investigate ways to let patients know of changes in the surgery:

Look at the website to determine what should be on:

The outgoing Chair, LB, thanked everyone for attending and making the AGM an information-sharing meeting.

The next meeting will be on Tuesday 10th October 2023 at 1.pm at the Bar Next Door