

Longton Lane Medical Practice
Patient Participation Group
Minutes of Meeting 10.10.23

Attendees

GR, CN, LB, LR, EJ, AL, YS, MD BG, KB, SN, DS.

Apologies

CH, BH, JR.

Minutes of Previous Meeting

Accepted

Matters Arising

The PPG guidance document will be up dated when PDF document is changed to a Word Document.

(Action Point- LB to liaise with CN)

Agenda

- Report from Surgery – (LR)
 - **Drs Jacobs and Lake advised that with effect from 1 October 2023 Longton Medical Centre has taken over Crossroads Surgery. The practices will be run as two separate practices, sharing resources where and when appropriate. Patients should see/experience no impact. Feedback welcomed by the surgery as things progress.**
- Survey for the Surgery up date (LR)
 - **The survey has to take place by the end of April 2024. Likely to be done in Dec 23/Jan 24 but confirmation will be given nearer the time. All PPG attendees offered support as when necessary. The survey will be based on the national survey.**
- Social- Prescriber invite
 - **Kerry will be invited to a 2024 meeting. Dates have now been confirmed and Lisa will invite her.**
- Up date on blood test result timings (LR)
 - **Dr Lake confirmed that blood test results are visible for patients in the NHS App. The app will show if an appointment to follow up on**

results is needed. People who have been using the Patient Access App should be able to use the NHS App immediately. From 31 October 2023 all patients will be able to see data in the NHS App. This will reduce the waiting time for patients to see results and progress to further appointments when necessary.

- Implement a “Did you know?” board in the waiting room/ Arrangements for an open meeting in the surgery (SB)
 - **Agreed to have an ‘Ideas for publicising the PPG’ agenda item at the next meeting. Dr Lake and Lisa also agreed to take away an action to review opportunities for a ‘Did you know’ board in the surgery to raise awareness about wider surgery information.**
- Up date on other roles in the practice (LR)
 - **Physician Associate – works under the supervision of the GPs and offers acute and long term condition support to patients plus does a round at the care home.**
 - **Mental Health Practitioners – offer a remote support service**
 - **Pharmacists (2)**
 - **1 - from the network, offers a review service on a Friday**
 - **1 – agency supplied, offers a repeat prescription service and deals with queries**
 - **Social prescriber – works remotely**
 - **Reception team – some gaps which will be reviewed alongside the Crossroads Surgery team**
 - **Question raise about the option for a Physiotherapist in the surgery. Dr Lake confirmed it would be a good option but space currently restricts opportunity.**
- Arrangements for meeting other PPG
 - **Lisa to arrange introduction to Crossroads PPG Chair and Rainbow. Introduction initially via Carol**
- Future meeting dates
 - **Dates agreed - venue to be confirmed**

- **Feb 20 2024**
- **May 21 2024**
- **Sept 3 2024 (this will be the AGM)**

AOB

- **MD will research and provide feedback ahead of the Feb meeting**
- **The agenda in Feb to gather ideas and suggestions for 'social prescriber' activity**
- **MD attended the surgery during the covid and flu jab drive. Publicised the PPG but had little interest in additional people joining**
- **Lisa to take away the action to see if we are able to put a PPG advert poster onto our own Facebook accounts**