

Longton Lane Medical Practice
Patient Participation Group
Draft Minutes of Meeting 05.11.24

Attendees

CN MD JR DS GR DP GP LR CH YS

Apologies

BH SN KH MH KB JB

Minutes of Previous Meeting

Minutes for the AGM 3.09.24 accepted as a true copy of the meeting

Minutes for the previous meeting on 21.05.24 accepted as a true copy of the meeting

Matters Arising

There were no replies regarding the group asked about joining a zoom meeting. It was decided that it would be revisited again later perhaps with a different cohort of patients. Consider Young Carers and an older group of patients (30s and 40s)

Agenda Matters

Report from Surgery – LR

- A new Practice Nurse has started working 20 hours over Wednesday, Thursday and Fridays
- A room is being prepared for the Practice Nurse which will be ready in the next three to four weeks
- There will be an extra GP Registrar commencing in January, making 8 doctors altogether although one will be leaving in February, bringing it back to 7 (3 GP Partners, 2 Salaried, 2 GP Registrars)
- The Social Prescriber has left the Primary Care Network , with two new people coming in to cover. One has offered to come to discuss the position on a Monday or Wednesday. As well as other activity they are willing to help fill in forms for PIP etc
- Still waiting for the surgery CCTV to go ahead. There have been further incidents occurring in the surgery. Surgery awaiting approval for installation. The CCTV will not be connected to the internet, it is an internal system.
- Surgery will move forward the badges for Staff and a picture board for the surgery for staff identification
- Confirmation that GP Trainees and PAs will make their role clear to patients. Surgery looking at creating badges with job roles to ensure clarity
- PPG to suggest a note on the website to advertise the PPG

Discussion regarding the Nomination Process for the committee for 2025/26.

There was general agreement that a nomination and voting system on email was the best way forward. It was agreed that at the June 25 meeting the steps of the process would be shared and all PPG members would have the opportunity to ask for clarification on the process. Recognising feedback that some members weren't sure 'who was who' around the table we agreed that at each meeting we would do a round table introduction.

Any comments on the **Website** would be welcome from the PPG. There is an NHS branding update about to take place. As a PPG we can have limited input to the website content.

For those patients who do not use technology, information of a general nature is left in the surgery. If there is anything needed for an individual patient or group of patients they would be telephoned by Surgery staff. This covers anybody not online. There has not been any noticeable demand for more information but the Surgery was asked to inform the group if the trend changed

Any other Business

- Advance appointments can be applied for via telephone, by calling into the surgery or online.
- Feedback has been received to say that when the surgery windows are open and there is busy traffic outside it can be hard to hear the doctors. This problem can be made worse if the doctor is wearing a mask. Request to the Surgery to be aware of this particularly if patients may have hearing issues.

Next Meeting is Tuesday 4th March 2025 at 1.00 p.m. at Manor Farm

G R

Secretary