

Longton Lane Medical Practice

Patient Participation Group

Minutes of Meeting 04.03.25

Attendees

LR, CN, G R, DS, KB, DP, GP, YS, BH, JB, KH, JR, CH, SN, ML.

Apologies

MD

Minutes of Previous Meeting

Minutes for the previous meeting on 5.11.24 accepted as a true copy of the meeting

Matters Arising

There were no matters arising

Agenda Matters

Report from Surgery

- CCTV has now been fitted in the Surgery covering car park, waiting room and corridors. There are notices informing people of the CCTV
- New member of staff in the reception area which is now fully staffed
- There is a new GP Registrar, Dr. P who has joined the Surgery team
- The building on the newly acquired side has been altered to make a meeting room. This is now awaiting refurbishment

Appointments discussion

- A discussion was held regarding the appointment's method. It was explained that there are three ways of booking.
- ringing the surgery at 8.am and 12 p.m.
- Calling in person at those times
- Using PATCHS
- These three ways are booked using equal opportunity
- Surgery advised that GPs may reserve a future appointment slot if they are asking to see a patient again
- Surgery to pass on any update regarding the changes to GP contracts announced in the press in recent days including the 8.00am call process

- If a call back from a doctor is arranged through a booked appointment only, the message will go to the doctor. This will be then their responsibility to reply. This is usually within an hour either way of the time promised, meaning within a 2-hour slot

AOB

- It was highlighted that the reception team provide a good service to patients and often go without any thanks for their help. As a PPG we would like to thank the reception staff for all they do, especially when there may be difficulties in dealing with patients.
- Surgery confirmed that the NHS app should have all current notes recorded. There may be some delay with notes coming from some hospitals/clinics.
- There was no other business raised at the meeting.

The next meeting is Tuesday 27th May at 1.00pm, unless otherwise informed.

GR

Secretary