**PPG MEETING MINUTES**

**Wednesday 18th October 2023**

Attendees:

From PFP:

Hannah Kenyon – Practice Manager  
Dr James Hider – GP Partner  
Tracey Burns - secretary  
Vicki Cheslett – secretary

PPG Members:  
  
SB  
J R  
BB  
JH  
JD  
GP  
JW  
JH

From Trafford LCO:  
  
Adrian Smith – West Lead

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| **Item No** | **Minutes** |
| **1**  **2** | Discussion on rejection of medications due to shortages and how this could be better handled.  The role of Arslan Iqbal as our clinical pharmacist as part of our team and his role was explained, and how he could be utilised by patients.  We are going to extend another invite to Mary Davey to the next PPG to try and address some of the issues raised regarding medication shortages.  Discussion on the changes made to the answer machine since the last PPG and it was felt the changes made the information relayed clearer and easier to navigate.  PPG informed that a new phone system is being installed that will hopefully solve a lot of the issues raised in previous PPG meetings and this will hopefully be in place before the next PPG meeting. |
| **3**    **4**  **5**    **6**  **7**  **8** | Positive feedback was received from the PPG members concerning the table in reception with forms and sample bottles for patients to use. One member had utilised this recently and found it much more efficient than waiting in line to collect an empty sample bottle  We looked at the NHS app and the various online booking options for appointments for patients to make. A question was raised by a PPG member on why they could not book GP appointments online as all they had been able to find were nursing appointments. Hannah Kenyon provided a response – we simply had not found an effective method of allowing patients to book GP appointments online as we had found that when we had gone live with this, it was either the same patients booking appointments over and over or patients booking inappropriately. Hannah asked the PPG if there were any ideas on how we could manage this. Nothing forthcoming, but it is something everyone could think about.  Discussion regarding Doctors over running on time. Explained a lot of the problem was due to patient’s wanting to discuss more than one problem. Hannah explained that if more than one problem is needing to be discussed then double appointments can be booked, we do promote this in reception and on the GP’s doors but maybe at that point it is too late and the patients have already arrived with their multiple problems and only one appointment? Our reception team do ask patients what they are attending for, so Hannah advised she would speak to the reception manager and see if they can promote double appointments if patients respond with more than one problem.  The feedback on the option of a phone appointment instead of face to face was very positive.  The new Focused Care Practitioner – Kay Singh will be invited to the next PPG meeting to explain a bit more about her role within the practice.  Discussion about our joint venture between our PPG and Adrian Smith’s cancer project. Ideas on how we could encourage patients to get on board were mentioned. Adrian suggested that the PPG group for Bodmin is very successful with lots of engagement. Hannah will message the practice manager for Bodmin to see if they have any advice on how to make our PPG engagement more successful.  The next PPG meeting will take place in March 2024 |