

PPG Meeting 20/11/23 Minutes

In Attendance

Lynne Frame (Practice Manager)
Shaune Lang (Office Manager)
Gaynor Stubbs
Deborah Barnett
Dr K Mamidi
Stephanie McGaw (Social Prescriber)

Apologies

Dr S Mittal

Everyone introduced themselves to each other.

What do GS & DB want out of this meeting? Where can they help us to give the best care to patient.

Suggesting if GS & DB can come into the surgery for 1 hour one day to come in and encourage other patients of different ages to join the PPG.

Wants to promote website maybe to put link onto the website for patients to click on to give their views on the website.

Waiting room door needs to be shut as when patients are in the waiting room, they can hear things being discussed with the GP.

Pharmacy referrals – asking if GS & DB can spread the word about pharmacy referrals as staff are trained to give advice but not trained to give clinical advice. As this would help with the GP workload as appointments can be given to other patients who do need to see a GP.

Dr Mamidi suggesting a QR code for patients to scan and all practice information will come up on there phone, something for Shaune to look into.

Introduced new receptionists to GS & DB asked if patients could be more patient with them as they are still learning.

Home Visits – The receptionists take all information about requests for HV and the receptionist will speak to the GP and it is up to the GP to decided if HV is needed. HV only for Housebound patients.

GS & DB to let Lynne know when they can come in. Possibly a Tuesday AM or PM.

SMcG introduced to GS & DB to take relief of GP's referrals to CAB, health & wellbeing, can refer to counselling services (MH). Enhanced service starts 2/12/23 at SLTC people can walk in on a

weekly basis 9-5pm. Started in St Stephen's on a Tuesday and trying to get Connor to go to St Peters in Woolton. Social prescribers could also do food vouchers and refer to food banks.

Action plan – GS & DB are going to come in and try and recruit different ages for PPG.

Next PPG meeting in 3 months' time. 22/2/24.