

Minutes of Patient Participation Group Meeting (PPG)
8th September 2025
2pm in the Learning Loft at Library House Surgery (LHS)

Present: Ros Millington, Chairperson PPG, Tony McSpirit, PPG Volunteer Jeannie Stirling, PPG Volunteer Viv Culshaw, PPG Volunteer Barry Culpin, PPG Volunteer Christine Jones, PPG Volunteer Dr Kevin Tipper, GP LHS Craig Lee, Practice Business Manager LHS Gill Stubbs, Operations Manager LHS Alison McCrudden	
Apologies:	
Chair: Craig Lee PM Minutes: Cheryl Winstanley	
1. <u>Welcome and Apologies:</u> As above Ros opened the meeting and welcomed everyone.	ACTION
2. <u>Minutes of previous meeting and Matters Arising</u> Members read through the minutes of the last meeting held May 2025.	
3. <u>Feedback from surgery patients and surveys</u> ICB had previously restricted the surveys to 300 – 400, this has now been lifted and 1136 received for June 2025. 27 negative responses only. Most were regarding lack of GP appointments. Cle and Gst will look at the wording of SMS for abnormal test results/GP follow up. Patients can look at their own results through the GP App which also includes comments. Kt explained about waiting times for scans etc. Kt usually sends any message out himself which alleviates anxiety to the patient. Kt and Gst will develop a SMS to be sent out regarding follow up appointments etc. This will then ensure continuity for the patient also. VC- discussed about double appointments so that GP's to avoid being placed into difficult positions. Kt replied that symptoms can sometimes change and that's why he prefers to follow up his own patients. Cle suggested that a certain amount of double appointments be pre bookable/available so that GP's can use for follow up/review. Cle and KMc to look into this. Cle confirmed when clinicians running late this is displayed on the tv screens. KTi has suggested that if a clinician is aware of running late then to contact the reception team to inform patients.	Cle

<p>4. <u>Surgery News and Updates.</u></p> <p>New receptionist now joined the PM team (Vicky). Beth will become a new phlebotomist in August. We have a new HCA (Megan) who commenced today. ANP (Paula) is joining at the end of July (full time). Uniform workshops have been held and final decision to be made by the end of the summer. RM suggested that a brighter colour would look better as that area is quite dark. A comment was made about the missing glass at the side of the reception desk and that patients tend to use that more than the main front part of the glass.</p>	<p>CLe</p>
<p>5. <u>Update from outside agencies</u></p> <p>AMc – discussion regarding the NHS 10 year plan has now been published, the transformation of GP appointments, digital, and Healthwise is now integrated with ICB. They want to make more services available in the community but need staff to enable this to go ahead.</p> <p>VC – asked about GP’s will be available in Tesco. CLe confirmed this is in the 10 year plan, but nothing planned as yet.</p>	<p>CLe</p>
<p>6. <u>National Association for Patient Participation</u></p> <p>Lots of discussions regarding AI becoming bigger within the NHS. PPG would like to be involved in the future if LH decide to go down this route. Cle di say that we are going to trial Scribe soon but would of course share with the PPG. The Boots recycling scheme for blister packs is very complicated process and feels this will affect the recycling of the blister packs.</p>	<p>BC</p>
<p>7. <u>New Agenda Items</u></p>	
<p>8. <u>Any Other Business</u></p> <p>RM has discussed with the PPG and a PPG newsletter would be good to develop. Displayed on the patient screens, website, social media etc, maybe trial at first so RM will contact the members for feedback also the change the name to Patient Group (rebrand). Also to look at the font and speed of the waiting rooms screens.</p> <p>VC had had an SMS regarding an invitation for an annual review Cle and GSt would investigate.</p> <p>RM had reviewed the ANP on the day appointments and had noticed they were quite low, Cle explained that due to sickness, holidays and the recruitment of a new ANP had affected the availability but he would still have a look and monitor.</p>	
<p style="text-align: center;">**END**</p> <p style="text-align: center;">Date of Next Meeting 8th September 2025 at 2pm in the Learning Loft.</p>	

Glossary

ANP = Advanced Nurse Practitioner

ICB = Integrated Care Board

NAPP = National Association for Patient Participation

SMS = Short Message Service