

Minutes of Patient Participation Group Meeting (PPG)

10th March 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 Dr Kevin Tipper, GP LHS (Remote) Craig Lee, Practice Business Manager LHS Cheryl Winstanley, Office Manager LHS	
Apologies:	Barry Culpin, Alison McCrudden
Chair: Craig Lee PM Minutes: Cheryl Winstanley	
<u>1. Welcome and Apologies:</u> As above Ros opened the meeting and welcomed everyone. Introduced our guests	ACTION
<u>2. Minutes of previous meeting and Matters Arising</u> Members read through the minutes of the last meeting held January 2025. All agreed on. Cle(Craig Lee) confirmed text/TV notices send for AAA screening. RPH announced new site – day after meeting date of new site changed to 2040. Cle/Ros agreed on funding suggestion for 2 x larger chairs for the waiting room. Under last meetings AOB – Viv raised the point about the zero tolerance banner that was suggested as not a good idea s it doesn't work in the hospital. Patients just ignore banners and notices. Viv suggested directives should be given to patients about not being abusive. PPG to think about this issue moving forward.	
<u>3. Feedback from surgery patients and surveys</u> Friends and Family data was shown and covered by Craig. 200 - 300 went out – 80 returned. 72 extremely likely and likely 8 negative comments – these are passed to individual staff if they are named in the comment. New Budget in – we have a New GP Dr Grace Woolley – so ore appointments moving forward. Question answered from one comment about Clinicians running late due to unforeseen circumstances Information is added to screens about why clinics over run. Patients are informed if a clinic is running very late.	

<p>Dr Tipper raised a point about patients being followed up by the same GP and why this doesn't happen.</p> <p>CWi (Cheryl Winstanley) advised there are several reasons for this. Often no appts available with the same clinician in that time frame, we are booking 4 weeks in advance and often patients what a follow up much quicker than that. CWi agreed to look at it and find the reasons why and to look for a solution.</p>	
<p>4. <u>Surgery News and Updates.</u></p> <p>New doors up and running in foyer. Middle doors can now be pinned open. Paid for by CBC grant.</p> <p>New door Mat at font door. Very welcoming.</p> <p>New window at side of reception for queries and longer conversations that need to take place to speed up the wait time at reception desk.</p> <p>New window in Room 1 and windows fixed in the back office.</p> <p>New GP Dr Woolley – working Mon/Tues/Wed.</p> <p>ANP Janine Hall has tendered her resignation.</p> <p>New equipment in toilets, New desks and New IT.</p> <p>KT not happy with quality of handtowels – Pass to GS.</p> <p>Ros commented how nice the surgery is looking.</p>	
<p>5. <u>Update from outside agencies</u></p> <p>New contacts from the ICB and GP contract. These are to Start on 1.4.2025 but only released last week so unlikely to start in April. These are massive changes some benefit, but most will not. Cle described it a catastrophic funding issue.</p> <p>ICB 400 million in debt – into special measures. ICB are cutting back but GP surgeries need to do twice as much work for less funding. i.e. Phlebotomy is going to be delivered in house rather than via the Lancs Care Community service. There is no extra monies for it. This includes housebound Patients as well.</p> <p>It may get to the end of April as Lancashire Care need to sort this out.</p>	
<p>6. <u>National Association for Patient Participation</u></p> <p>Napp- Barry sends apologies – Ros rad some points sent from Barry.</p> <ul style="list-style-type: none"> • Step by Step guide to improve GP website journey • Set up your own PPG newsletter to send to patients via email • Several PPG's not renewing to membership cost increase 	

<ul style="list-style-type: none"> • A PPG ran a NHS APP training at their local library with a Rep • Possible for us to do in the foyer to help patients • PPG having trouble recruiting younger members to their group 	
<p>7. <u>New Agenda Items</u></p> <p>A. Outside Funding Bids – Ros to apply via Tesco for the new chair funding</p> <p>B. Chorley Borough Council ready for application on 6.4.25. Ros to print off details for next meeting</p>	
<p>8. <u>Any Other Business</u></p> <p>Viv raised the questions listed in the agenda. Cle replied in general to all the points:- MSK and Ophthalmology service – Patient transport excellent to the new hubs at Spa Medica. Viv not happy with referral to MSK instead of Ortho but DR Tipper advised this is the way it is being done and we are not able to change tis as this is what the ortho department at the hospital wants to happen.</p> <p>The new GP contract as described by CLE – 'The details are yet to be finalised' and the 'devil in the details'</p> <ul style="list-style-type: none"> • They are expanding the choose and book for referrals onto the NHS App so you can be updated quicker and keep an eye on all your appointments etc There will be more choice and control this way for the patient. • Submit digital requests and book appointments via the app. • Choosing a named GP to book your apt with. <p>We need to wait for further information to answer the question fully.</p> <p>Viv introduced a free event on 1.4.25 at 5.40 – 7.30 pm in the Foster building at Uclan with Professor Crean and 3 other staff covering the issues above raised by Viv today. Topic – Further speakers on fare well to the family GP Contact number 07900224561 or online at family.gp.eventbrite.co.uk</p> <p>Ros thanked Viv and everyone for coming today.</p>	
<p style="text-align: center;">**END**</p> <p style="text-align: center;">Date of Next Meeting 12th May 2025 at 2pm in the Learning Loft.</p>	