

**Minutes of Patient Participation Group Meeting (PPG)**  
**Monday 14<sup>th</sup> October 2024**  
**2pm in the Learning Loft at Library House Surgery (LHS)**

<b>Present:</b> Barry Culpin PPG Volunteer Jeannie Stirling, PPG Volunteer Dr Kevin Tipper, General Practitioner LHS Craig Lee, Practice Business Manager LHS Cheryl Winstanley, Office Manager LHS	
<b>Apologies:</b> Alison McCrudden, Patricia Barrow , Ros Millington, Tony McSpirit, Viv Culshaw	
<b>Chair:</b> Craig Lee PM <b>Minutes:</b> Cheryl Winstanley	<b>ACTION</b>
<b><u>Welcome and Apologies:</u></b> As above  Craig Lee opened the meeting and welcomed everyone.	
<b>1. <u>Minutes of previous meeting and Matters Arising</u></b> Members read through the minutes of the last meeting held on 8 <sup>th</sup> July 2024. All agreed on.	Minutes to be amended
<b>2. <u>Feedback from surgery patients and surveys</u></b> Craig explained the National Patient Survey from July 2024.  The survey is run annually by Ipsos Mori. The national return was 27% - LHS return was 335 – so very positive result.  Overall experiences – LHS 78% up 11% on last year.  National result 74%.  Page 1 of the survey – Access to the Practice. Cle explained the numbers/results to the meeting – all very positive results for LHS.  Page 2 of the survey – Consultations – again all above average numbers. Most patients are happy with the service LHS provide.  Cle took the members through all the stats.  Very positive outcome for LHS.  Jeannie commented that all the staff at LHS are very helpful, pleasant and nice.  All agreed it was a good result for LHS.	

<p><b>3. <u>Surgery News and Updates.</u></b>  <b>Craig</b>  Recruitment:  Craig confirmed that the surgery has recruited a full time GP and She (Rebecca Atherton) will commence here in early October. Rebecca is to replace DR Padala. Also confirmed the new Buildings and It Manager Gill Stubbs, who also commences in early October. Gill is to replace Rachel Brandon.  New Saturday reception staff – Samantha Howlett – starting mid September.</p> <p>There will be QR codes displayed in reception that patients can use with their phone to check in to their appointments.</p> <p>New registration forms from NHS England to replace the current GMS1 form, these tie in with the online registration system NHS England is rolling out to be used by practices no later than 31.10.24. Discussion about how the new forms will work along with practice policy – i.e, the prohibited drugs form. Cle and CWi to investigate this. Will report back at next meeting.</p> <p>Noise from radio and TV screens now resolved. Radio plays through the TV – much better delivery and sound.</p>	
<p><b>5. <u>Communication</u></b>  Room 1 now a consulting room. Previously Cheryl and Kirsty office.  All gardens and grounds being overalled.  Ivy and bushes being removed and trees being cut back.  Exterior looks much better.</p>	
<p><b>6. <u>Update from outside agencies</u></b>  Craig stated that there were no updates.</p>	
<p><b>7. <u>National Association for Patient Participation</u></b>  Barry informed us that that fees are going up. To be discussed at a future meeting.  Discussion around a true triage system – some surgeries are using this system. PPG- Patient locality groups and PPG from local GP Practices are helping each other with the triage systems.</p>	<p>Doc will be scanned on for minutes</p>

<p>Cle to speak to PCN Manager on this subject. Dr Tipper discussed the pros and cons of a triage system.</p>	
<p><b>8. New Agenda Items</b> Barry – mentioned the GP Surgery Survey – encourages people to apply online:- very difficult for people who are not IT savvy. LHS will always provide an alternative process for registering.</p>	
<p><b>9. Any Other Business</b> No Items</p>	
<p style="text-align: center;"><b>**END**</b></p> <p style="text-align: center;">Date of Next Meeting 14<sup>th</sup> October2024 at 2pm in the Learning Loft.</p>	