

Minutes of Patient Participation Group Meeting (PPG)

14th July 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 Dr Kevin Tipper, GP LHS Craig Lee, Practice Business Manager LHS Cheryl Winstanley, Office Manager LHS		
Apologies:	Alison McCrudden	
Chair: Craig Lee PM Minutes: Cheryl Winstanley		ACTION
1. <u>Welcome and Apologies:</u> As above Ros opened the meeting and welcomed everyone.		
2. <u>Minutes of previous meeting and Matters Arising</u> Members read through the minutes of the last meeting held March 2025. All agreed on. VC brought up the security code on the NHS App. We discussed how tis works and offer to help anyone if needed.		
3. <u>Feedback from surgery patients and surveys</u> Cle confirmed that an extra box for comments had been added to the survey so PTs can add their name etc. We discussed all comments from the survey. Cle explained how the complaints policy works. We follow all NHS guidelines and regulations. Discussed GP and ANP appointments – the timing of booking a routine GP appointment. Discussed the ANP appointment on the day and how it works – versus an GP Appt and telephone appointments. Cle to check if Duty/emergency appointments are explained on the homepage/TV's KT explained how lucky patients are here to get an on the day appt as many surgeries do not give them out.		
4. <u>Surgery News and Updates.</u> New Signage for doors- new carpet in foyer. All agreed very welcoming now. Staff recruitment – ANP interviews today – Full time hours SC now working as senior admin post/secretarial and Freya appointed to Admin team		

<p>Staff Resignations _ ANP- Janine Hall, PN Lisa Wilkinson, Care Nav x 2 Hannah Astles and Paige Mullen New Senior Partner is now J Chadwick – from length of service VC asked if J Chadwick chaired the GP meetings. – No was the answer by KT. Mutual decisions are taken. New staff uniform consultation taking place,</p>	
<p>5. <u>Update from outside agencies</u> ICB in special measures. – overspent their budget Accountants are now investigating GP Funding not going to increase – pegged at the same value as last time but 5/6 fold more work for GP surgeries. Phlebotomy coming back in house to GP's – funded by another channel – but in effect less money last year. Need to recruit a new plebe or HCA. May 2025 should be the start of these changes to phlebotomy. ICB chair is resigning – a real mess for GP Surgeries.</p>	
<p>6. <u>National Association for Patient Participation</u> Napp – Very quiet on the forums currently, conversation around blister packs and pharmacies – they can't be recycled so pharmacy are not doing them – causing issues for certain patients. Ros says Boots will recycle them – you need to sign up to the scheme. Ros to research this.</p>	
<p>7. <u>New Agenda Items</u> A. Ros- Tesco Blue Token – Larger chars in the waiting room for our larger patients = looking into what we can do with this – probably autumn funding session. PPG can qualify so Ros to start the paperwork. B. Chorley Borough Council – no ore grants currently. Ros will keep an eye out for further developments.</p>	
<p>8. <u>Any Other Business</u> Viv raised a question about when results come in – who gets to see them and how does it work. Results go back to the requesting GP as long as the result is one we have requested – or on ICE with our local trust. Cannot see results from other hospitals – i e Buckshaw etc. We explained how quick results are processed within the surgery. PPG discussed a possible newsletter. PPG to meet separately to discuss this. Barry asked about consultant meds versus GP meds and how it works. KT explained this to the PPG. Shuttle bus from Chorley Hospital to Preston Hospital being stopped – massive impact on patients.</p>	
<p>**END** Date of Next Meeting 14th July 2025 at 2pm in the Learning Loft.</p>	