

Minutes of Patient Participation Group Meeting (PPG)
Monday 8th July 2024
2pm in the Learning Loft at Library House Surgery (LHS)

Present: Barry Culpin PPG Volunteer Ros Millington PPG Volunteer Tony McSpirit PPG Volunteer Viv Culshaw, PPG Volunteer Jeannie Stirling, PPG Volunteer Dr Kevin Tipper, General Practitioner LHS Craig Lee, Practice Business Manager LHS Cheryl Winstanley, Office Manager LHS	
Apologies: Alison McCrudden, Patricia Barrow , Christine Jones	
Chair: Ros Millington PPG Volunteer. Minutes: Cheryl Winstanley	ACTION
<u>Welcome and Apologies:</u> Christine and Alison Mc Cruden. Ros Millington opened the meeting and welcomed everyone.	
1. <u>Minutes of previous meeting and Matters Arising</u> Members read through the minutes of the last meeting held on 10 th June 2024 <u>Matters Arising</u> Napp- Direct Marketing -Barry made a correction to the minutes – Craig did not state ‘this can be done’ - example explained by Barry was for another Practice for the SMS messaging service. Rest of minutes approved.	Minutes to be amended
2. <u>Feedback from surgery patients and surveys</u> Craig explained the Friends and Family Survey. Some comments referred to long wait times to book an appointment, This was discussed at length, agreeing on this was most likely an am problem. Quite a negative trend on booking an appointment by phone. Some work to be done around booking on the phone, i,e, advising patients if the reason is not to book an on the day appointment try calling later in the day. Jeannie and Viv agreed the call back system very good and works well. Barry questioned a couple of the comments to see if we had responded to them. Craig explained we look at the content to improve services but cant reply as do not have patient details from the survey. Viv questioned documents arriving in the surgery and how did the GP's receive/see these documents. Dr Tipper and Cheryl explained the process in detail. Detailing how the PCN	

<p>Pharmacy Team and our Admin Team Processes. Viv thanked Dr Tipper and the teams.</p>	
<p>4. <u>Surgery News and Updates.</u> Craig Recruitment: Craig confirmed that the surgery has recruited a full time Advanced Nurse Practitioner and Sadie has now started her induction. Will see patients from next week = FT 37.5 hrs per week.</p> <p>Interviews were being held later today for new IT/Buildings Manager and new Salaried GP.</p> <p>Craig Confirmed a new ST3 for 18 months inc doing possible video appointments.</p> <p>Dr Tipper advised about the recent careers fayre he had attended to encourage young people to consider the medical profession. This was at Bishop Rawsthorne High School.</p>	
<p>5. <u>Communication</u> New Check in Screen Craig advised that we need to purchase a new check in screen system. He is looking into all types of new systems that are now available before placing an order. May be a QR system to be tested. We discussed training on the use of the new system, defiantly required if using a QR system. Roz happy for PPG to hep with this. Ros would like to go and visit somewhere where these new systems are in use to see who they operate.</p> <p>IT Craig advised the IT upgrade to all computers had been completed. This can only improve patient communication and experience.</p>	
<p>6. <u>Update from outside agencies</u> Craig stated that there were no updates.</p>	
<p>7. <u>National Association for Patient Participation</u> Barry informed us that he had some information on the New AI systems being used by different GP/Medical services. Barry listed some examples and showed us a document with comments on it from NAPP. Some are positive, some are not. A discussion followed about the pros and cons of using AI in medicine, probably something we will have to expect in the future. Barry contacted the ICB - unaware of anything currently planned in our area. DR Tipper explained issues around AI but also the positives we can embrace. If its safe and reliable we should use them.</p>	<p>Doc will be scanned on for minutes</p>

<p>Barry questioned how do we know its safe etc? Long discussion around the already use of robots in operating theatres – leads to is AI the future of the NHS. Would the NHS recommend a system or would our ICB be left to its own devices? Dr Tipper and Craig advised they would agree with recommendations and already proven use etc</p> <p>Short discussion on our phone system and others on how we can advise and refer into other schemes – I.E. Pharmacy to help and spread the workload. It is very helpful.</p> <p>We discussed changes like urgent on the clinics and similar practices that would ease the work load on GP's. ANP led hubs, walk in centres - these type of models already in use – in Blackpool and the Fylde.</p>	
<p>8. Any other business</p> <p>Health Improvement effort in Chorley for National Award – JC attended but we didn't win this time. – Barry.</p> <p>Jane Loffthouse sends her best wished via Jennie</p> <p>Jeannie offered her praises for our ANP Janine – stating how Helpful and professional she is.</p> <p>Ros raised the ANP online on the day appointments – checking with Craig as some didn't appear to release visible to patients but were showing as visible to LHS staff. Craig explained possible technical issues. Ros had screen shotted the issue made Craig aware of it.</p> <p>Ros advised she is here for the Aug Meeting but not the Sept one. Next meeting dates – 12.8.24/9.9.24/14.10.24</p>	
<p style="text-align: center;">**END**</p> <p style="text-align: center;">Date of Next Meeting 12th Aug 2024 at 2pm in the Learning Loft.</p>	