**Limestone Surgery**

**Patient Participation Group**

**21st October 2024**

**In Attendance:** Helena Homer (HH) Reception Manager, Natalie Morgan (NM) QOF Lead/Practice Manager’s assistant. See attendance list.

1. Staff Changes. Over the past couple of months, we have welcomed two new members of staff to our team. Amy who works 16 hours and Halima who works 14.
2. New PPG members. We do have 2 new members to our PPG but unfortunately were unable to attend today’s meeting.
3. Flu Jabs. We started our flu clinics here at the surgery on the 7th October and so far have had a good response from patients. HH asks why patients might be going to pharmacies instead of the surgery and one of our PPG members advised that it’s because going to a pharmacy is essentially a walk-in clinic and the patients can get it done “then and there”. HH suggested that it may be worth looking into the surgery having a walk-in clinic one morning.
4. Patient Lifestyle Surveys. We will continue to hand out the paper lifestyle surveys until December and we will have the results collaborated by early New Year.

The group also asked about the automated text messages that come through and how often they are and said that asking questions about alcohol usage ECT is invading privacy. It was agreed amongst the group that there are too many messages and HH advised that the reason we send them is to help people get further referrals for weight management/stop smoking services. HH also advised that if patients are unhappy with the amount of texts, you can decline by replying or just ring reception and tell them you do not want to be contacted anymore.

1. Dr Calderon has now returned to the practice and is now a partner. She works Mondays, Tuesday and Wednesdays.
2. Patient Access Online. We are now trying to promote the Patient Access to patients so they are able to order prescriptions and ask reception questions without having to ring. One of our PPG members advised that she had signed up back in May and was still waiting her log-in details. HH advised that the member of staff who did the online registrations has now left and there is now a back log of the applications. NM will train other members of staff so everyone is aware of how to do them and that’s it’s not just left to one member of staff.
3. Weighing scales. As we have spare money in our budget, we have agreed to buy new weighing scales to be left in our waiting room, next to our BP machine so patients are able to now get their BP and BMI checked at the same time.
4. Suggestion box. We will not be adding a suggestion box in the reception for all patients to add any new suggestions or requests for the practice.
5. Training facility. The surgery is now a training facility which means we now have Dr Thiripan who is a trainee GP and works in the practice Tuesday to Friday.
6. Macmillan. HH suggested arranging more community/charity days at the practice for example, a Macmillan coffee morning.
7. Third Party Agencies. One of our PPG members talked about how many children are still attending school in nappies and how he feels that there is no support out there for young mothers who may be struggling. He asked if it was possible to ask School Nurses/Health Visitors to attend the next meeting for support.
8. Next PPG Date to be announced in the New Year.