**Limestone Surgery**

**Patient Participation Group**

**29th April 2025**

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

1. Staff Changes. Jan Herrick has left the surgery and her replacement Gemma will be starting in a few weeks.
2. One of our PPG members asked about our GPs and Helena confirmed our practice GPs are Dr Rigby, Dr Calderon and Dr Wakil. We also have Doreen our practice nurse and Bev our HCA. We will have a new HCA starting soon to work on the days that Bev doesn’t. We also have a Dietitian who works a Wednesday and Thursday and our Pharmacists who work Wednesday and Friday. We do also have a Physicians Associate, Manjit Gill who can see most patient’s ailments.
3. We discussed how we can now refer patients to certain pharmacies who offer the Pharmacy First service. Patients can now access this by ringing up the reception team and advising their symptoms and then our receptionists would then book an appointment at a local pharmacy.
4. We are not doing any Covid booster vaccinations at the surgery but patients can book and have them done at pharmacies.
5. We have ordered our flu vaccinations but unable to give a date when we can start clinics up. We will advise closer to the time.
6. One of our PPG members suggested creating a leaflet to say what our team does and all the services we can refer our patients to. For example, when we book a patient in with the Pharmacist instead of a doctor, they would still be able to help.
7. Patient Lifestyle Surveys. One of our PPG members also suggested looking through last year’s comments from the feedback questionnaires and showing the patients that we have listened to the things they have commented about and how we have changed/improved them.
8. 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.
9. Next PPG Date to be announced soon.