



## **Patient Participation Group Meeting**

**Venue: Bridge Surgery**

**Date: Thursday 13<sup>th</sup> March 2025**

**Time: 16:30pm – 18:00pm**

**1. Welcome and Introductions - JD opened the meeting and welcomed everyone.**

- a. Attendees: Jan (JD) Chair, Michael Lacken-Whelan (MLW) – Operations Manager, Val (VB) Secretary, David (DM), Kerry (KB), Robert (RW) and Melissa (MP)
- b. Apologies: Janice (JC), Carol (CR), Julie (JB)

**2. About the PPG**

- a. The Patient Participation Group is a group of patients that come together once a quarter to discuss how we can improve access to the surgery and to ensure our patients are communicated to with changes quickly and effectively.

**3. Previous actions/comments**

See below.

**4. Update from Practice**

- a. MLW updated the group in respect of the new Clinical Room and the building work now in progress. Once authorisation had been granted the work got underway quickly and it is hoped the room will be complete by the end of March. Final touches and IT equipment will then be added, and the room should be available for use in early April. The improvement had been announced to patients in issue 5 of the Newsletter. There is still discussion around the format for calling patients into their appointment. It has not yet been decided if the screen will be reinstated or the previous information bar or if the clinician will still call patients in personally.
- b. There have been no changes to staffing levels recently.



- c. A discussion took place in respect of the Patient Newsletter. It had been agreed that the previous suggestion (meeting 9<sup>th</sup> January) to have the Newsletter located at local pharmacies was not practical. Pharmacy's already carry a vast amount of information sheets being made available to the public. Also, if one surgery asked for their paperwork to be displayed, others may follow. A new leaflet holder is to be fitted close to the signing-in machine in the waiting area, hopefully giving patients a chance to notice the leaflet.
- d. Before work had started on the new Clinical room, staff had been relocated, primarily to offer more privacy. The call team are now located upstairs, therefore offering confidentiality when receiving and making calls to/from patients.

## **5. Updates from PPG members**

- a. There was nothing significant to report from the latest East staffs meeting, but the minutes are available on the website as well as being forwarded to members of the PPG.
- b. Two further patients had approached MLW to discuss becoming members of the PPG. MLW hoped they would be introduced soon.
- c. A discussion took place in respect of the PPG 'Meet the Patient' sessions. Sessions held since the last PPG meeting in January had proved successful. The majority of feedback has been positive. A main point of concern is still the carpark but, unfortunately, there are no further options available to relieve this. The group members had been able to provide information to patients in the waiting room, including making appointments and for arranging blood tests at the surgery. It had been KB's first session, and she suggested that the questionnaire could now be updated to have more current, relevant questions. MLW will send the current form out to members and will update the form once he has received feedback and suggestions that anyone may have. JD will email members with dates for the next meetings and ascertain who will be available to attends each one.



**6. A.O.B**

- a. MLW reported that the clinical team are currently covering for one pharmacist on holiday and one off on sick leave. This has led to hundreds of prescriptions needing to be dealt with. The current system will be reviewed to see if it can be more efficient.

**7. Date of the next meeting: - Thursday 19<sup>th</sup> June 2025 (16:30-18:00) (This date may be reviewed by MLW)**