**PPG Meeting 10th Feb 2025**

**12.30 pm**

**Held at Mark Street Surgery**

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| |  |  | | --- | --- | | **In attendance** | **Position** | | Dr DM | GP | | SH | Office Manager | | AM | New Office manager | | IT | Chair | | SA | Vice Chair | | CC | PPG Member |   **Apologies** |  |
| |  |  | | --- | --- | | ES | PPG Member | | Dr SB | PPG Member | |  |

**Agenda Points**

1. **Update on Digital Services.**

* Wifi is working in the surgery waiting room and SH will arrange for instruction on how to log in to be posted in the waiting room and on the TV screen. (SH)
* Patchs will be used more from April and will have dedicated booking links for patients for services. EG blood tests so they can book their own slots
* The telephone call back service is working well. If the system recognises the telephone number a patient calls from, they will receive a text message informing them of their place in the queue.

1. **Veterans friendly project update.**

* DM has qualified as clinical point for the project and has MSS accredited as Veterans Friendly Practice.
* The UK has 2.4M Veterans, most surgeries have 30 patients, where MSS have 105.
* Veterans are more likely to suffer from physical or mental issues than the general population because of their service to their country – see attached slide for statistics.

**Action - SH** is to look at text messaging patients to ask for Veterans to come forward in order to highlight the services available to them. (SH)

1. **Role changes**

* AM was introduced to the PPG. From April, AM will be the new Office Manager given the promotion of SH to Business Manager

1. **PPG Diversity**

* IT has not had anybody passed to him from Dr Saleem or the surgery.

**Action – DM** is to consider patients to pass on to IT to contact in an effort to make the PPG more representative of the patient base.

1. **Parking**

* United Utilities have replied denying access to the parking in the gated area just behind the huge Billboards. They only replied after IT contacted the CEO of UU given all other contact was not being followed up.

**ACTION - IT** is to look at parking for admin staff at the Community Fire Station

1. **Text Grammar review**

* SH completed this a few months ago and matter resolved.

1. **AOB**
2. **Dates of the meeting** – We will endeavour to have PPG meetings every 10 – 12 weeks depending on staff/PPG availability.
3. **Pharmacy referral for minor conditions** – There appears to have been some confusion with when a pharmacist can help a patient. SH is to review the specific case and check the present guidelines to ensure they are being followed correctly.

Following the meeting SH has reviewed the case, the case met all the criteria for the referral and should have been no issues. This is an NHS funded scheme; please inform SH going forward if you have been referred by the reception team under this scheme and treatment has been denied. If pharmacies have signed up to this scheme they are being paid as part of their contract, if they reject patients they are in breach of this contract.

1. **Vice Chair resignation** – It is with sadness that Sheila is resigning from the Vice Chair position and from the PPG. IT reiterated that it was a pleasure and a privilege to serve on a panel with Sheila and it will be a great loss to the PPG. Sheila would be a welcome addition to any future meetings that she wanted to attend.
2. **Carers Booklet** - SA introduced a Carers booklet and chat line

**ACTION - SH** is to look at the offering and update the Carers Board

1. **Security**

The PPG were informed that the doors to the surgery are not automatic at present given one patients threats to staff. The door will open automatically only when the matter is resolved.

1. **Next accreditation**

The next project for MSS will be LGBTQ+ pride in practice accreditation.