



Patient Participation Group Meeting. Thursday 27th June 2024

**Attendees: Julie South (JS), Tracey Knott (TK)
Ken Webb (KW), Carole Cochrane (CC), Ged Palmer (GP), Ian
Humphreys (IH)**

New Agenda Items			
Topic	Discussion	Action	Completed
Welcome.	JS introduced the meeting and thanked all attendees. Two new members introduced themselves.		
Minutes of the last meeting.	The minutes of the last meeting were agreed.		
Access.	JS mentioned that we seem to have enough on the day appointments but acknowledged that pre bookable appointments were still three weeks away. We will look at this		
Estate Plan.	JS re-iterated that Medicare was closing, that Pt's that normally attended there have received text messages/letters to advise them that they can use The Village Surgery which is across the road.		
Staffing Update.	JS informed members we have recruited two new Practice Nurses and 4 new Reception Staff. JS is producing a leaflet that could be handed out to explain the different conditions that each clinician could see. This would mirror the information already available on the website	JS	
Appointment system update	It was established that the call number in the queue is part of the phone software and can not be changed. Reassurance was given that all reception and administration staff man the phones from 0800 to ensure calls are taken and processed quickly during the early morning rush.		
Pharmacist appointments	JS will develop a leaflet to explain what a Clinical Pharmacist offers and will send out to PPG members for comment.	JS	
AOB	Offering support to families with transgender young people. Recognising that families with children going through transition may need some support.		

Next Meeting	Next meeting will be held at Buckshaw 26/9/2024 at 4pm	JS	