**P.P.G. Meeting 20 March 2025**

**Present**

N.P. Chair, H.S. Minutes, S.G. Practice Manager H.S. H.S. A.B. D.B.  D.P.  J.F.  P.C

Apologies

J.G. D.P.

1. **Minutes of 16 January 2025**

Matters arising.

1. Willow Court a physio would be happy to attend the coffee mornings if required, DB to progress this if Willow Court residents are interested.

b. Automatic doors at the practice’s south door are still not functioning as accessibility doors, this will be addressed as soon as possible. Funding for the repairs will be provided by the surgery.

c. First Aid training supplied free by the

    Ambulance Service continues to be well attended. Courses are provided for adults and children.

d. The practice letter box near the front door will be clearly marked and is large enough for appropriate samples to be posted through it.

**2. Speaker P R**

PR is a volunteer with Diabetes Research Steering group.

Paul talked about the work and research the group is involved in.

Notes of the research and helpful links have already been circulated to the PPG.

**3. Practice Updates**

A new nursing manager has been internally recruited from within the practice. (S.A.)

The role of HCA will be re advertised.

There are two new trainee G.P.s joining the practice. (V.B. And O.B.)

In line with all other local surgeries no further repeat prescriptions to be taken over the phone. Drop-in sessions are available to learn how to use the technology required to request repeat prescriptions online. Paper requests will still be accepted or repeat meds can be arranged with chemist. During the transition patients need to respect and be kind to staff who are there to help and assist them.

**4. Missed Appointments**

This is still an ongoing issue; patients miss appointments for many different reasons including people living with dementia. Punitive action was discussed and deemed not always appropriate. The practice does flag up with patients when appointments are missed.

**5. Healthwatch - Patients Guide**

Healthwatch collates details about issues regarding local health and social care services. These details can improve local services they provide access to services when care or advise are needed and discuss difficulties which are being experienced. Healthwatch can be accessed by GPs and care homes.

In the surgery there is a comprehensive guide which can provide information and detail about accessing the service. They can also assist with funding reliable and trusted information and advice.

**6. P.C.N. News**

Information being collected for more G.P. surgery engagement there should be further information available for the next meeting.

**7. Patient’s Concerns**

Phasing out of telephone requests for medication.

The practice is working with patients to encourage request repeat prescriptions by online services.

Concerns have been raised about more vulnerable patients not having the technology or skills to use this method however there has been a notable increase in patients requesting information to gain access to their GP records online this enables patients to view records and request help from the surgery, either by engage a GP or NHS app. Help can be given to become familiar with the technology. Also, paper requests can be posted through letter box.  The practice is working with patients to ensure no one is unable to order their medication once the phone lines have closed.

**No other matters arising.**

**Next Meeting 15 May 2025**