**St John’s Medical Centre**

 **PATIENT PARTICIPATION GROUP**

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**Patient Participation Group Minutes**

**Meeting Date** – 07/02/2025

**Venue** – St John’s Medical Centre.

**Surgery Representatives – Nikki Masson Practice Manager**

**Beth Gadd Reception Manager. Gill Price. S’ ON**

**PPG Members** BC AP PG VT

**Apologies**

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| AGENDA ITEM | DETAILS | ACTION |
|  **1** | VT- completely new, would like to know purpose of the group- (shown old agenda) Aim of PPG. Understand AMGP Agendas change meeting by meeting. How to relay information to patients (examples of leaflets given to patients to look at)  | No further action needed. |
| **2** | PPG Group happy with lanyards.  | No action needed. |
| **3** | On Tuesday Claire Hornsby is holding a PPG meeting for all the GP surgeries in Lincolnshire, AP will attend via Teams net. 10-11:30 | ANNE to attend  |
|  **4** | Expectations from surgery- need to set dates of next PPG meetings.  | Surgery and PPG group members to agree to date  |
| **5** | Arrange meet and greet for patients of St Johns to make aware of PPG and what they surgery have to offer. Arranged for 20th March 10am. 2 PPG members downstairs and 2 upstairs. Advertise with banners outside/ notice board to make people aware a couple of weeks/ days before when the M&G going ahead to entice people to attend. | Surgery and PPG  |
| **6** | Ask my GP-VT- Brilliant systemAP- Never had a problem. GP- understanding AMGP doesn’t have to be all online either, if you are struggling with the system then you can call the reception team and we can put in the request for you. BG- obviously we do encourage as manage people as possible to use it online else phone lines will get flooded but if anyone needs help using the system we are here to help. If anyone needs help working out AMGP we are more than happy to show them in house.  | For information only. No further action needed. |
| **7** | Winter pressures means AMGP might get closed earlier but patients need to be made aware of different options available to them for example the pharmacist can deal with more less complex issues. HUB (make people aware of the HUB as might not know what this is -its additional appointments Monday evening 6-8pm (telephone appointment) or Saturday at SPHS (F2F). (pre bookable). These appointments are available outside of core hours.We need to advertise more about pharmacy and what they have to offer in reception so patients aware they can sit and wait to be seen. Advertising PPG and other services.NM: The above has previously been advertised on the website etc but might be worth doing this again and putting info on phone lines about this too- ‘please ask us about our other services’. We can advise patients about our in house facilities- in house physio/ diabetes nurse etc.  | Surgery to promote more ways to make people aware of other services.  |
| **8** | VT: asking whether there is a flow chart for patients to follow to direct them if need more accessibly care. For example.Pharmacy firstGPOOH appointmentHospital etc.  | Surgery to arrange  |
| **9** | AP/ VTPharmacists are also a good option- offer a good follow up and highly trained.  | Info only  |
| **10** | NM: 1300 surgeries lost over a number of years.Anne: more houses being built, Buckminster/ Spittle gate/ Barracks. No promises of GP but more patients in area.  | Info only  |
| **11** | VT: Asked why can’t we get GP’s?Is it the area? Not a lot of offer? BG: Funding is based on population.NM said GP surgeries are given £112.50 per patient per year for unlimited treatment at a GP surgery.NM Said she is seeing more and more advertisements on TV for private appointments £25 a month more people to be seen privately.  | Info only  |
| **12** | VT was amazed by stats of missed appointments. PG can understand why people might be offended if they have been at the surgery for 30 years without missing an appointment then miss one and get a letter. BG Explained that we send a letter to patient if DNA/ can get 4 in 1 year period if do not attend 4 appointments without cancelling we can deduct them as a patient. There are many ways patients are able to cancel an appointment. Text/ call/ AMGP GP: We do ring the patient after two letters sent to see if there is any way we are able to help/ vulnerable/ need home visit.  | Info only  |
| **12 (continued)** | NM we offer over200/250 appointments a day for GP’s Around 500 in total with all Nurses/ HCA/ Physio appointments etc. 3 Partners (GP’s)5 Salaried GP’s All have different specialities. Not usually all in on the same day.The reason the receptionists ask a patient for a brief description is to allow them to sign post you to the GP or advanced nurse practitioner, that specialises in your condition.Communication is key.  | Info only  |
| **14** | Meet and greet: Build on PPG Address bookings/ DNAHear patient’s views. Work to resolve issues. Inform our patients of other services: Pharmacy able to prescribe, social prescribers, health, and wellbeing team, etc  | Info PPG meet and greet arranged 20/03/25 10am  |
| **15** | BG: Need to get dates (now arranged for 20th March) for the social prescribing team to see if they can attend meet and greet or regular PPG meetings- vulnerable patients- there for people struggling with (for example) finances. Doesn’t need to be there for a clinical need but have lots of knowledge of different areas.  | Surgery to arrange.  |
| **16** | A patient had an appointment with a GP and struggled to understand all of what was said but realised it would be updated on their online records so gave it 20 mins and looked on there and was able to work out and understand the consultations. NM Said you are able to ask the clinician to repeat what has been said.  | Info only  |
| **17** | Voted in PPG meeting today that Anne will be chairperson. AP to make email account for PPG team. GP will also make email for PPG meeting information. GP will be the point of contact for PPG members  | Anne to arrange email. Gill to arrange PPG email  |
| **18** | Fundraising:BG did swimathon – ways in which we can raise money for the surgery- helps to buy new equipment.  | Info only  |
| **19** | Carers coffee morning. Started around 6 months ago. Lots of work goes into this. Arranged by Ellie- Neighbourhood care coordinator. We send texts out to invite people/ make them aware when these are planned in.People say they will come then unfortunately don’t attend. Not obliged but outcome disappointing.  | Surgery to advertise. Info |
| **20** | There was a discussion re samples being picked up, we explained that the hospital sends someone from the pathology lab, to pick these up twice a day and the nurse also make an additional drop off at the end of her shift to allow more bloods to be taken. | Info only  |

**ACTION KEY**

**RED** – PPG Members to consider/action.

**BLUE** – No action needed

**GREEN** – Surgery to action