

Patient Participation Group Meeting Minutes

03/06/2025 10am- 11:30am.

St Johns Medical Centre, Grantham

Attendees

Nicola Masson	Practice Manager
Elizabeth Gadd	Reception Manager
Gillian Price	Medical Receptionist Supervisor & PPG Contact
Ellie Milne	Neighbourhood Care Co-ordinator (Minutes taker)
AP	PPG Chair
JS	PPG member
VT	PPG member
ST	PPG member
MB	PPG member
BC	PPG member

Welcome to staff & PPG members. Apologies for late attendees. VT & ST.

AP - Handed out detailed agenda sheets for all members.

NM & AP – Discussed scheduled meetings for PPG to take place approximately quarterly and agreed that the next 2 meeting dates, with PPG members holding meetings 2 weeks beforehand to discuss suggestions, agreed. Meet and greet days also discussed and potentially to take place every 6-8 weeks, possibly to include themed weeks such as, practice info M&G, Who can help M&G, Services on offer M&G (Themes to be decided on and confirmed if appropriate.)

AP- PPG would like to know what support they can give to the practice, **NM, EG & GP** advised that PPG could support Online services and having up to date knowledge of the practice. **EG**- Thoughts about a possible visual guide to online services

EG- Discussion regarding increase in calls, especially regarding prescriptions and would be beneficial if we could promote online services, feedback from reception team is that it would be great for the PPG members to support with this.

EG - Mentioned that a cut off for over the phone prescriptions may be a prompt to online services.

GP- Discussed the 'YOU SAY, WE DO' policy at St Johns and the patient feedback box. **AP**- Asked if we get many requests in the feedback box. **NM**- Examples of requests include a hook on the patient's toilet door. Requests for new seats in the waiting area. **VT**- Discussed how little changes like new seats make a big difference to the appearance of the general practice.

AP- Feedback from recent PPG meet and great, positive outcome. 15 surveys completed. Discussed that the PPG will be scheduling a meet and great every 2 months.

EG- Discussed that online services could be promoted at the next PPG meet and great.

VT- Concerns regarding queues in reception for booking in, had experience recently regarding a gentleman waiting to be seen who she kindly directed to the book in touch screen and showed him how to use it. Feedback from the gentleman was that this was a lot easier than expected. Difficult for the elderly as unfamiliar with technology but if used would decrease queues in reception.

AP- Asked if there are any plans to change premises as town centre grows.

NM- Answered that there are no plans to move/change premises.

VT&AP- Questioned how the carer's coffee morning is going and could this be implemented at Newton house as they are the connected care home that St Johns look after. **EM**- As it stands its important to weigh out the pros and cons around the demand for a carer's coffee morning, recent meeting had 0 attendee's, had discussions with Newton house previously regarding this and they already have a young carer meeting that isn't well attended so wouldn't be beneficial to move the meeting at present. Also, location of current venue is essential to getting back to work straight after the coffee morning is imperative. **EG**- Suggested a 'mini coffee morning' at the next PPG meet and greet. **EM**- Agreed this would be a great idea, to build up interest and re-promote. Once more patients attend, look at a quest speaker maybe wellbeing Lincs, AGEUK etc.

AP - handed out to all members a copy of a PPG promotion leaflet made by herself.

AP- Asked if PPG could have a notice board in reception. **GP**- Mentioned that it could be included in the 'community' notice board already up in reception.

NM- Mentioned that we are also a dementia and Veteran friendly practice, and this should be well known.

ICB-PPG meeting with south & southwest Lincolnshire surgeries 10th June
AP to attend via teams and report back.

BC- Asked if Sally (Diabetes nurse) was aware of letters sent to patients regarding a clinical trial, involves taking a daily tablet and includes confidential information the letter states was provided by NHS England.

NM- Assured group that all records held at St Johns are strictly confidential and never shared with any third-party companies, would like a copy to query company and feedback after discussion.

PPG & Staff agreed no other outstanding Business.

Next PPG meeting scheduled for Tuesday 2nd September 2025.