**Patient Participation Group - Minutes of the meeting held on 13th November 2024**

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|  | **Item** | **Issue** | **Action** | **Action to be completed by** |
| 1. | **Attendance** | **In attendance:** 11 attendees  **Apologies:** 5 apologise  **Minutes:** | N/A | N/A |
| 2. | **Review of mins & actions** | Look at the lift access for patients in New Lubbesthorpe – only for people who actually need to use it - Specification to be obtained from Charterpoint  Please can all PPG members have a think about how to improve continuity of care. Rolled over from last meeting.  Michelle to add minutes to the website  Website changes | *Karl has found the below information: The publicly available plans show a pair of lifts to service the surgery. Each lift is of size at least 1m wide by 2m deep (by my rough measurement from the plans).*  *Anyone can look at the outline plans themselves via the Blaby council website:*  *https://pa.blaby.gov.uk/online-applications/applicationDetails.do?keyVal=RGE51DCYL2E00&activeTab=summary*  *Charterpoint have informed us that both lifts are rated at 13 persons.*  *On today’s meeting*  *Done*  *On today’s agenda* | *Completed remove from minutes*  *Completed remove from minutes*  *Completed remove from minutes*  *Ongoing* |
| 3. | **Continuity of Care** | Only being able to discuss one problem per doctor’s appointment – causes people to have to come back multiple times. | *Let the receptionist know that they have more than 1 problem to discuss, and we will book this accordingly at reception* |  |
| 4. | **Website update plus meeting agenda** | Change in the appointments page – needs to be logically moved around.  Patients not understanding the meaning of “triage” on the website.  When booking an appointment, it still says that the appointment will be within a certain time | *Something that needs to be discussed with the company who creates the template to make it easier for the patients.*  *Changing the wording of “Patient triage” or adding “non-urgent appointments” underneath so patients understand what it is they can fill out.*  *Any appointments that you book online at 8am are now face to faces so this information must be removed.* | MC/JR  MC  MC |
| 5. | **Standing agenda items** | Latest Patient count  Lubbesthorpe progress is moving very quickly. Pharmacy is to hopefully open with the GP. | **Practice current patient count – 16,791**  *Ongoing piece of work.*  Sending text messages on Landlines – is this something we can do? | MC |
| 6. | AOB | Dates for next year’s meetings:  12th Feb  9th April  11th June  10th Sept  12th Nov |  |  |

**Action Log Summary**

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| **Action Number** | **Summary of action** | **Owner of the action** | **Deadline** |
| 1. | MC to approach Website company re change in template | MC | Update Next meeting |
| 2. | Adding ‘non urgent Appointments’ wording to website | MC | 30th Nov |
| 3. | Sending Text messages to landline – MC to investigate | MC | Update Next Meeting |
| 4. | *Any appointments that you book online at 8am are now face to faces so this information must be removed.* | MC | 30th Nov |
| 5. | *Website development* | JR/MC | Ongoing |