

PPG Meeting Minutes

Date / Time	Thursday 24 th April 2025
Chair	Gill Cashmore
Attendees	Helen Lamb, Lindsay Embling, Linda Hoop, Sue McDonagh, Beth O'Brien, Colin Dobson , Sally Ji & Ron Buxton
Visitors	
Apologies	Jonathan Hagan, Tom & Chris Gardner

- Minutes from last meeting agreed by all present.

Discussion Number and points raised	Action	By Whom	Date
-------------------------------------	--------	---------	------

1. Points raised from Last Minutes 16.01.2025

1.1	<ul style="list-style-type: none"> ○ GC advised that she had attended a few more IT drop-in sessions <ul style="list-style-type: none"> ○ She explained that they were a drop-in centre for people to obtain help with any general issues they were having regarding accessing the Internet or online services, not confined to the NHS app etc. 	<ul style="list-style-type: none"> ▪ N/A 		
-----	---	---	--	--

2. Appointments

2.1	<ul style="list-style-type: none"> ○ CD highlighted an individual occurrence of an imbalance between the ease of booking an appt in person as opposed to by phone 	<ul style="list-style-type: none"> ▪ Follow up with Reception Manager 	Helen Lamb	28/04/2025
-----	--	--	------------	------------

Discussion Number and points raised		Action	By Whom	Date
3. General update and Practice response to 8am rush & online appointment booking				
3.1	<ul style="list-style-type: none"> GC enquired how we will address the proposals announced recently to improve appointment booking nationally. HL highlighted that we are already managing to avoid the 8am rush on the telephones by empowering patients to utilise digital tools to book non urgent appointments online. Practices are now required to keep an online consultation tool open during core hours, Mon – Fri 8am – 6pm. This is already in place via Klinik, accessed through the website. Equitable access for all can be demonstrated by the reception team utilising a triage tool and asking the same questions as the online process. The receptionists are qualified Care Navigators who are trained to signpost patients to the best care option including Pharmacy First. 	<ul style="list-style-type: none"> Continue to highlight and promote the various ways of accessing GP services and alternatives that are available like Pharmacy First. 	<ul style="list-style-type: none"> All 	Ongoing
4. Covid and Flu 2025				
4.1	<ul style="list-style-type: none"> GC praised our previous efficient campaigns and HL/LH advised that plans were already in place for the Flu Saturdays to be held in October once confirmation has been received. Although Covid vaccines will be delivered by local pharmacies we expect to deliver a successful Flu campaign. 	<ul style="list-style-type: none"> Effectively communicate and promote the dates as soon as they are finalised. Issue Flu invites to all eligible patients when vaccines are available. 	<ul style="list-style-type: none"> Mmt team 	Asap
5. New dashboard stats – launch 1st May 2025				
5.1	<ul style="list-style-type: none"> HL updated everyone on the dashboard that will show key data from the previous month. See copy attached. The dashboard will be shared with patients and displayed in the waiting room and on social media 	<ul style="list-style-type: none"> Publish data from April in May 	<ul style="list-style-type: none"> SMc/HL 	

Discussion Number and points raised		Action	By Whom	Date
6. New website				
6.1	<ul style="list-style-type: none"> ○ A new website has been launched which is easier to navigate and aligned with the NHS. Beth had already viewed this and shared a problem with one of the links. 	<ul style="list-style-type: none"> ○ Correct the missing link 	<ul style="list-style-type: none"> • HL 	25/04/2025
7. AOB/Next meeting				
7.1	<ul style="list-style-type: none"> ○ Helen announced that Phil Thompson will be leaving the Practice in July, and it was decided in view of annual leave and staffing to hold the next meeting in September. 	<ul style="list-style-type: none"> ○ Recruit for his replacement 	<ul style="list-style-type: none"> • HL & Partners 	Ongoing

Date of Next Meeting : September 2025 – date to be advised