**PATIENT PARTICIPATION GROUP MEETING MINUTES**

**TUESDAY 10th June 2025**

**Present : Jane Rudon, Kerrigan Rudon, Irene Gwizdala, Susan Moore, Ian Buehring, Amanda Williams, Linda Haigh, Ian McCormack, Klair King, Aaron Mann and Dr John.**

**Apologies:** Stewart Hill, Gwen Thompson, Roy Birch, Akram Ajmeer Vicky Hill & Dr Mukadam.

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| **NOTES** | **ACTION BY** |
| **GROUP MEETING**  Jane Rudon opened the meeting and welcomed all members.  There were apologies from Stewart Hill, Gwen Thompson, Roy Birch, Akram Ajmeer, Vicky Hill & Dr Mukadam.  Welcome to Dr John.  **2. MINUTES OF THE LAST MEETING HELD ON 29th April 2025**.  A few typographical errors to correct.  It was agreed that the minutes were an accurate record of the meeting.  There was a quick review of the Newsletter Summer 2025.  **3. MATTERS ARISING**  Phone Issues. There were reports of patients being cut off once at the top of the queue & reconnected further back in the queue. Aaron has contacted the company providing them with a log of all the issues.  The current contract runs until Feb 2027, Aaron is collecting data to support an early termination of the contract.  It was noted that Apple phones have a callback feature.  Request for a specific number to call for cancellations.  Xon, the new company has designed the system specifically for NHS use.  Request for the day of the week as well as the date to be added to the appointment reminders. (Aaron to look into this)  When a patient changes a contact number, the new number needs to be verified on the system before it will be picked up in the appointment reminders report,  **4. STAFFING UPDATE**  Ten candidates were interviewed for new receptionists. Two were offered posts.  Noted that the poster upstairs about the physio clinic requires updating.  Self Referrals. There needs to be clarification about which referrals can be done directly on the phone by the patient and which need to go through reception.  Marta is back working on blood tests and there will be two additional people for the summer to assist with this.  Social Prescriber No longer with the practice, presently looking for a replacement, half a day per week, to be funded through the PCN. There will be an audit within the PCN to see how much the social prescriber is being used.  Question: How is a patient referred to the social prescriber? A Doctor would signpost them.  It was suggested that a poster is displayed saying what is the role of a social prescriber.  It was noted that “A Care Navigator” visits patients eg post operations and assesses their needs such as mobility aids & physio.  **5. THE BUILDING**  There was a brief summary of what is hoped for in the project. NHS England only provide funding to the top 3 practices on their list, unfortunately this year this practice came 4th. It was suggested that there would be a better chance next year to secure funding for a two-story building.  **6. PRIMARY CARE NETWORK**  Nothing to report.  **7. FEEDBACK FROM PPG NETWORK**  Jane attended a face-to-face meeting.  The main discussion was around how to go digital.  Do we have an NHS Ambassador? Aaron.  There are more features to be added to the NHS App, eg change the pharmacy where prescriptions are sent  **8. COMPLAINTS AND PLAUDITS**  One patient who is regularly aggressive with many staff at the practice has now had an 8 day deduction – previously had a warning. This patient has been removed from other practices.  A patient complained that a blood test cancellation had gone into her husband’s junk mail. Not having the blood test caused other appointments to be postponed.  **9. SIGNIFICANT EVENTS**  None  **10. NEWSLETTER**  The closure of Tesco Pharmacy is to be added to the newsletter.  Asda pharmacy requested an advert. However, this will not be allowed as it would be unfair to other pharmacies.  **11. DATE OF THE NEXT MEETING**  The next meeting will take place on. Tuesday 19th August 2025    **12. ANY OTHER BUSINESS**  No additional business.  Congratulations to Hayley who is getting married.  Thank you all for your attendance. Have a nice summer! |  |