**St Luke’s Patient Participation Group Meeting**

**MINUTES FROM MEETING 20th March 2024**

**1. People Present –** DW, BR, AT,LM,LH,DC,GW,PD

**2. Apologies –**

**3. Minutes from previous meeting**

The minutes from our previous PPG meeting were approved by the group.

**4. Annual General Election**

We discussed the annual general election and a chair, vice chair and minute taker were appointed:

Appointed Chair – DC

Appointed Vice Chair – LM

Minute Taker - DW

If any of the group is interested in becoming one of these roles, they can approach DW or DC.

**5. Update on the Practice Food Bank**

Unfortunately, we have not received any food in our donation box. It is not something patients think about when attending a doctor appointment. They would probably use Asda next door to us. We will keep the box for now and see how it goes.

**6. How the practice is being perceived / Any way we can inform patients on the way the practice works?**

When there are no patients in the waiting area the Clinicians are doing other tasks such as:

* + Home Visits,
  + Reading and taking any action needed on hospital letters,
  + Reading patients notes to see what they have already been seen for before their appointment,
  + Sending off referrals,
  + Signing off prescriptions,
  + Looking at blood results and taking action on these if needed,
  + Signing sick (fit) notes and discussing them with patients,
  + Assisting trainee Doctors,
  + Training or practice meetings,
  + Calling patients to attend for Long Term Condition reviews,

The group thought it would be a good idea to publish this in the waiting area to make patients aware. DW will look into adding something to the TV screens.

**8. In House patient survey**

We sent a patient survey out to all patients that had an appointment with the practice in the previous 2 weeks. We was pleased with the results as we achieved ~~better~~ than the other practices in our PCN.

Patients did say that our practice website was not useful. When looking into this DW realised when you search for St Luke’s Surgery on Microsoft Bing, Dr Pillai’s minor surgery website appears first before our main website. This only shows information about minor surgery soDW has swapped this around so patients have all the information they need on the practice website rather than Dr Pillai’s minor surgery.

9. **Any other Business**

**COVID Injections** – The practice gave COVID injections to those eligible prior to Christmas during the winter season. We will be inviting those eligible in Spring 2024 for another booster.

**Car Park –** Last year AG from NHS Property Services attended our PPG meeting, we discussed our concerns about the car park. There was an update in January 2024 to say they are trying to get capital funding to replace the gate but we have not heard anything since. DW will invite NHS Property Services to attend our next PPG meeting for an update.

There is also a build-up of rubbish at the sides of the car park, which include nappy wipes. DW will report this to NHS Property Services.

**Healthcare Walsall –** In February 2024, we received an announced visit from Healthcare Walsall. They was not able to speak to enough patients on the day so they came back in March.

We await their report.

**PPLG –** DC informed the group that he has not heard about the patient participation liaison group meetings for a while and therefore has not attended a meeting recently.

**Registrar GPs –** We had a discussion on how things have changed in GP Practices compared to back in the day. Previously patients used to see the GP for everything but now we have more clinicians such as Nurses, Pharmacists, Mental Health Nurses and Physiotherapists.

A usual clinic lasts approx. 2-3 hours; this consists of 15 patients per session.

We have trainee Doctors working at St Luke’s Surgery who are fully qualified but they are training to be a GP. They are always supervised by a Senior Doctor and can approach them at any time for support.

It is great to see the same Clinician but it is also useful to get a second opinion. Two heads are better than one and the new Clinician may know a new treatment to try.

**Messaging through Patient Access –** DC informed the practice that he was not able to message the practice for a quick query. We showed the group how to do this through our practice website. DW has switched on messaging through patient access so this function should now be available.

**New Phone System –** Yesterday we had a new phone system. Patients are now informed where they are in the queue and there is an option for the phone to call them back when they reach number 1 in the queue. We will look at the effectiveness at the next meeting.

**6. Next Meeting – 3rd July 2024 at 11am**