**St Luke’s Participation Group Meeting**

**Minutes of Meeting held on 3rd September 2025 @11:00am.**

**Present.**

Larime Merrin, (LM) Vice Chair. Leslie Harris (LH) Minute Taker. Pamela Tipton (PT),

Barbara Reeves (BR), Geoff Wright (GW).

**Apologies.**

David Crowther (DC), Debbie Walker (DW).

Meeting opened by Larime as there was no Agenda we worked through the minutes of the last meeting.

A warm welcome was given to our new Nurse Practitioner Pamela.

**Car Park.**

A wide discussion on this point again. The litter situation is improving but still has a way to go.

GW said he has had a second near miss on the car park as the give way is not working.

One or two suggestions were made, one way in one way out, or maybe widen the gates.

Or move the exit to the rear of the car park.

As the Breast Screening van is on the grounds again concerns were raised as to the safety of the clients leaving the van by the rear steps.

It was then decided we should ask for the NHSPS to attend one of our future meetings to raise our concerns again.

**Telephone Call Backs.**

Telephone call backs working well although GW mentioned it was not working on Monday but as he was further up the queue, it may not have been necessary at that point. PT to ask DW to investigate this matter further.

Reception staff now give their names when answering the telephone creating a good rapport with patients and a continuous service.

**Recruiting new PPG Members.**

Although practice staff are actively working on this project It was suggested a poster be placed on the notice board near reception to capture interest.

**Themed notice boards.**

It was suggested that we should have themed events on a notice board changed on a regular basis, suggestions were made on mental health. Diabetes, dementia, weight loss children’s services. Alongside the statutory notices that by law must be seen.

**Staff Members.**

The Practice is staffed well with eight receptionists (not at the same time.)

DR Chauhan and DR Ghosh.

DR Pillai is still doing minor surgery along with the other GP partners.

**Registrars, Nurse Practitioner and Nurses.**

Availability of appointments is now much better, and it is good to see different doctor’s on occasions although you can still book to see who you are comfortable with but you may have a wait.

DR Dhillon has 10 min appointments.

A patient may see any of the registrars with DR’s oversight.

If there are any issues, please let a member of staff know as Patient care and their well-being is at the forefront of all at the practice.

We are very proud of our practice, and it provides an excellent service.

**Male Staff.**

Although it would be nice to see a different face, Male’s do not tend to apply for admin vacancies.

Macmillan Coffee Morning

It was proposed to hold a McMillan Coffee Morning on or around 26th September PT to ask DW to organise a pack, if we were to proceed emails would be sent re help on the day.

Meeting closed at 11.35am.

Next Meeting 10/12/25. 11:00 am.