

PPG Meeting

Date

Tue 12 Mar 13:30 - 15:00

Location

Parr Bridge Health and Well Being Centre Meeting Room

Confirmed attendees

Sharon Schofield

Other Attendees

CD VS MO JP

Details/Agenda

1. Welcome - new member
2. Apologies
3. Housekeeping
4. availability of appointments
5. receptionist
6. knowledge concerning length of time medication is prescribed for
7. questionnaire
8. AOB

Minutes

Welcome to all and especially to new member VS

Apologies SR,MS & MS

Housekeeping: we are not expecting any fire drills today. SS explained what to do and where to meet should the fire bell sound.

SS gave out the PPG privacy notice to VS for reference and signature

A formal discussion was had regarding AI (Artificial intelligence) JP made clear his thoughts on this and advised SS that SC would be coming to see her to discuss some things.

Different roles within the Practice were discussed especially the use of the ARRS (Additional Roles Reimbursement Staff) roles. Current staffing levels also discussed. We have five GP's, two of which are on or due to go on maternity leave, an Advanced Nurse Practitioner (ANP), a Practice Nurse who prescribes, Health Care Assistant (HCA), Trainee Nurse Associate (TNA) and eight receptionist, however, one receptionist is leaved to pursue a career in a different area.

Recent experiences had in Practice were brought to the table. These were discussed.

Questions raised were;

Should over 75's be given priority when presenting to practice? all requests for appointments are dealt with by a clinician, this being an ANP or GP and prioritised in order of clinical need. People who do not wish to use the Askmygp can contact the Practice by telephone. SS advised the group that a new telephone system has been procured. Documentation about the new phone system was given out for future reference.

Have all staff had sepsis training and are aware of what to look out for? appropriate training has been undertaken.

Knowledge concerning length of time medication is prescribed for. SS clarified that the HCA's and TNA's do not have prescribing qualifications so would not be able to answer questions on how long something is prescribed for. Every person is an individual and medication is prescribed on that individuals need. HCA's and TNA's however, are in a position to find out that information from a GP /ANP/Clinical pharmacist

The planned questionnaire was discussed JP has suggested some areas for change - SS to look at the e-mail, make the amendments suggested and take the second draft to Dr Anderson for his opinion.

Patients are not sure who they are talking to on the phone or at Reception desk. SS to advise all staff to state their name when taking a telephone call. SS to organise name badges

AOB

SS was explaining to VS about PCN (Primary Care Networks) and how everything worked. JP asked who the 11 Practice were in TABA+ PCN

PCN PPG meetings were discussed and it was heard that one of the group members had not been able to gain access to Atherton Town Hall in order to attend the meetings.

The generic secure PPG mail box has been locked CD asked SS to unlock this

in general discussion it was felt that the website should promote the PPG. Information about the PPG and how to join is currently on the website. We discussed putting something on the TV screens in the waiting room along with how to join and who to contact. A notice board was also discussed along with a suggestion box, however, there was a suggestion box previously which didn't really generate many suggestions. The Practice are tied when it comes to attaching things to the walls.

DNA's discussed as this seems to be on the increase - last month 20 and 3/4 hours were lost to DNA's - 4 hours and 40 minutes in GP appointments alone.

Next meeting - TBA for some time in June - group members will give SS some dates

Actions

1. SS to make amendments to questionnaire and pass to Dr Anderson
2. SS to get an electronic copy of the ARRS roles for the group
3. SS to inform JP of the 11 Practices in the TABA+ PCN
4. SS to inform SC PCN Manager of difficulties accessing Atherton Library
5. SS to contact IT to unlock the generic PPG e-mail account
6. SS to organise something to be put on the TV screens in reception to promote PPG

Related actions

Title	Notes	Current Activity	Due date	Assigned to	Date completed
Questionnaire	SS to make amendments to questionnaire and pass to Dr Anderson		02/04/2024	Sharon Schofield	
ARRS roles information	SS to get an electronic copy of the ARRS roles for the group		20/03/2024	Sharon Schofield	17/03/2024
TABA practices	SS to inform JP of the 11 Practices in the TABA+ PCN - e-mail sent to JP with details		15/03/2024	Sharon Schofield	14/03/2024
TABA+ PCN PPG	SS to inform SC PCN Manager of difficulties accessing Atherton Library - SS has sent an e-mail to Simon to inform him of this		15/03/2024	Sharon Schofield	14/03/2024
unlock PPG e-mail account	SS to contact IT to unlock the generic PPG e-mail account - account has been unlocked and the information sent to Cathy		14/03/2024	Sharon Schofield	14/03/2024
Promoting the PPG	SS to organise something to be put on the TV screens in reception - asked member of admin team to do a poster for the TV screen and add to the system		15/03/2024	Sharon Schofield	14/03/2024

Associated documents:

- [Booklet NHS V3\(1\).pdf](#)
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