

**PPG Agenda Wednesday 13<sup>th</sup> June 2024 at 12.30pm**

<b>Present</b>	<b>Apologies</b>
Jenny, Karl Phil and Karen from Evolving Mindsets Patients RY and BB	GP's Members of the PPG
Welcome Introductions Apologies	
Staff update: Leavers Starters Recruitment	Karen has left the practice and now working for the PCN. The practice will be recruiting for a new reception supervisor. The practice is recruiting for an additional receptionist to help with the demand on the phones and reception window to help improve a patient experience. We have employed an additional GP his name is Dr Gerges and he will be working on a Monday and a Tuesday he started with us on the 3rd June 24.
Minutes of previous meeting held.	Checked
Any Matter arising.	All GP practices are struggling with demand for appointments. The news on the TV doesn't help people's expectations. We have a list size of just under 7000 patients. We would like to share some data with you all. JK has ran some data from our apex system to show you how many appointments we offered in May 24. We offered 2925 appointments across our whole team of doctors, nurses, ANP, PA, Physiotherapist, pharmacist and mental health worker. NHS in general practice is not what it used to be and the annual fees we receive don't cover the daily costs to run a practice, for example the practice receives £0.30p per day, per patient for us to look after you.  We have rearranged reception for patients and staff. We hope to have a receptionist at the window dealing with anyone who is attending the practice face to face with a query ect, we hope they can deal with you promptly rather than you are waiting for someone to be freed up from the phone. When we do free someone

	<p>up on the phone to deal with the window this reduces the capacity on our telephone queuing system.</p> <p>We hope this makes your telephone journey or reception window journey more patient friendly.</p>
IT and any new technology	<p>NHS App- on-line ordering we are still promoting as much as possible.</p> <ul style="list-style-type: none"> <li>• This will help to Free up phones for sick patients who need to speak to us urgently.</li> <li>• We Don't accept scrips over the phone as this puts to much pressure on the volume of calls.</li> <li>• On line request frees up staff from dealing with all the paper request.</li> </ul>
AOB	<p><b>Karl social prescriber</b> talked about his role at the practice and some of his background. Karl worked for the citizens advise as a CEO for over 20 years, he has a wealth of knowledge to try and help patients with social issues and support them and refer to any appropriate services posters are on the walls regarding this service.</p> <p>Karl has brought along <b>Phil Evolving Mindset</b> to give you a presentation on the service he offers for mental health.</p> <p>Fantastic presentation too much to capture in minutes please google EVOLVING MINDSETS PRESCOT this site gives you all the information you require and how to access their services.</p> <p><b>PCN</b> are asking for patients to enrol in there PCN PPG so patients can have a say in what is happening in the area's community services. Poster on the wall.</p>