

**PPG Minutes Wednesday 14<sup>th</sup> May 2025 at 12pm**

<b>Present</b>	<b>Apologies</b>
JK, PS	
Welcome	JK welcomed everybody for attending.
Introductions	Everyone introduced themselves. One new member, thank you for joining and attending our PPG.
Staff update	JK updated on staff. Michelle has now become our ANP (Advanced Nurse Practitioner)
Starters	New Receptionist Charlie
Minutes of previous meeting held.	Minutes are attached to the agenda, all checked.
Any Matter arising.	<p><b>Patient check in machine:</b> has been switched off by IT, this is because it is having an upgrade, and the data protection agreement has to be checked and signed off by IT and DPO.</p> <p><b>Painting the practice:</b> We have made a start downstairs it will be a slow progress as we only get a Sunday to complete the work.</p> <p><b>Roof:</b> We are just waiting on planning dept to finalise approval for us to replace the roof. Mrs Yates confirmed that our plans had been discussed in council meeting and approved.</p> <p><b>PCN News:</b> PCN have employed an immunisation nurse to try and vaccinate our hard to reach patients with no record of any or missing baby/childhood vaccinations, they will even offer home visit and counselling on the importance of vaccinating.</p> <p><b>PCN appointments:</b> The PCN offer a variety of appointment with GP's, ANPs, Nurses, Phlebotomy, Podiatry to help support the practices with capacity and improve how practices can move to the New Modern Practice improvement contract and for us to be working collaboratively.</p> <p><b>Update as still ongoing.</b> Dr Subbu advised no change at the moment to the collective action that all GP practice across the country were taking, this is still on going.</p>

	<p><b>GPIP (General Practice Improvement Programme).</b> The practice had signed up to look for improvements and implement the changes. Here are the improvements we looked at:</p> <ul style="list-style-type: none"> <li>• Sign posting patients to the correct service or clinician (more modern practice) We are providing more training to staff.</li> <li>• Directory of services and skills set. We have created a directory for all staff to refer to.</li> <li>• Telephone message to be more informative.</li> </ul> <p>New message has been added to the phones to explain why staff ask for the reason for appointment and to promote the use of the facilities within are website.</p> <ul style="list-style-type: none"> <li>• We looked at our pressure points within reception and from a patients view. We have tried to implement a third receptionist to sit at the front window to support patients at the busiest times of the day. (this is not always possible when we have staff shortage due to holidays or sickness.)</li> </ul> <p>PPG complimented us on this third person at the window they said it has been noticed and is such an improvement.</p> <p>PPG members complimented us on the achievement and how organised the clinics where.</p>
IT and any new technology	<p><b>NHS App-</b> on-line ordering we are promoting as much as possible. This helps to Free up phones for sick patients. We don't accept scrips over the phone (only started during covid) this again is to help free up the phone lines and less mistakes, we do make exceptions for housebound patients.</p>
Compliments	<p>We have lots of lovely compliments coming in which is lovely to hear and we really appreciate. We need patients to add them to our google ratings and reviews to increase our star rating. <a href="#">Ratings and reviews - Rainhill Village Surgery - NHS</a></p>
Complaints	<p>We always deal and learn from any concerns or complaints.</p>

Get the PPG to walk round the practice looking at the practice as a patient, get them to look at access, signage, cleanliness to see if we are meeting the needs of all our population.

**AOB**

**Access:** No issues with access.

**Signage:** nothing, JK did say when we paint the waiting room, we will have a good clean and organisation on all the key posters we need to have up.

**Cleanliness: no issues.**

**Facebook posts,** promote more and Mrs Yates if we send any posts she can add to Rainhill rocks which reaches a bigger audience.

Close of meeting.