

AUGHTON SURGERY

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Partners: *Dr Darran Harris, Dr Emma Hughes & Mrs Sandra Guppy*

Patient Participation Group Meeting Minutes

Thursday 19th January 2023, 5pm

Present: Jack Chesters (Practice Manager) and 5x PPG members

Agenda

See attached document

Minutes

Introductions

- Practice Manager and all PPG members briefly introduced themselves for the benefit of those who were not present at the previous meeting.

Review of Previous Meeting

- We briefly went through the points that were discussed at the previous meeting for those who were not present and gave an overview of the topics that were discussed.
- JC reiterated that the demand/expectations problem that we discussed at the previous meeting was very much still an issue.
- Discussed that the new telephone system and online consultation system were working well and patients finding them beneficial.
- PPG members did bring up an issue on the point of the telephone system and explained that they felt the message around zero tolerance was too harsh. JC advised that there needs to be a strong message around staff abuse, as it will not be tolerated. However, agreed that we would look at the wording to see if it could be changed.
- Discussed that staff pictures for waiting room was still going ahead but waiting for appropriate opportunity for pictures to be taken.
- JC informed PPG that there had been a section added to the website about private work and expected wait times as previously suggested at last meeting.

New Practice Nurse

- JC informed PPG members that since the previous meeting, we have appointed a new Practice Nurse called Lynne.
- Lynne will be working with us 3 full days (Tuesday, Wednesday and Thursday) which means that there will be plenty of Practice Nurse appointments available.
- Lynne's working times also mean that there will be later appointments available for patients who work or need late afternoon appointments.
- Once Lynne starts, this will allow us to resume all regular Practice Nursing services such as Chronic Disease reviews, Travel Vaccines etc.
- JC advised that we will now have a fully staffed clinical team

Shadow Health Minister Visit

- JC informed PPG that we are having a visit from the Shadow Minister for Public Health alongside the local election candidate for the area in the upcoming by-election.
- JC explained that the visit had been arranged following a meeting with the local MP for the area in which Practice Manager and one of the GP Partners live to discuss pressures and workload problems facing general practice.
- PPG were asked if they had any issues that they thought would be good for us to discuss.
- PPG members said that they would have a think and email JC if anything came to mind.

Update on Extension Plans

- JC informed PPG that this is still ongoing, and we are trying our best to come up with solutions for room space problems.
- Practice Manager and Partners have a meeting with ICB Estates team in mid-February to discuss estates options.
- JC will update PPG members via meetings as and when there is any further information available.

Any other Business

- On the point previously discussed at this meeting, and the previous meeting about patient expectations and pressures on General Practices, PPG members suggested adding a message on the website explaining the situation and how our appointments system works. May also be worth adding a part about the problems we are having with room space etc.

- KB also suggested adding some positive reviews that we have received to the television screen in the waiting room to make patients aware that despite the pressures, we are still getting good feedback.
- As well as this, it was suggested that we could look at doing some blog posts on the website and on the television screen, detailing 'a day in the life of' all the different roles in the practice (i.e. a day in the life of a GP at Aughton Surgery). JC will look into both of the above points.

Action Points

- JC to look at wording on phone message about zero tolerance and see if it can be changed
- Staff pictures to be taken and displayed in the waiting room with names
- JC to update PPG as and when any updates about estates/extension come about
- JC to look at website and see if we can update/amend wording on the section about the appointments and pressures on General Practice so patients have a good explanation about the problems that we are facing.
- JC to look at possibility of putting positive reviews on the website/on the television screen
- JC to look in to doing some 'day in the life of' posts – Time permitting.