

AUGHTON SURGERY

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Partners: *Dr Darran Harris, Dr Emma Hughes, Dr Ketaki Shrivastava, Mr Jack Chesters & Mrs Sandra Guppy*

PPG Meeting Minutes

Wednesday 6th December 2023 – Online, Teams Meeting

Attended by: Jack Chesters (Practice Manager Partner) and 2x PPG Members

Practice Extension Update

JC provided update on latest news regarding practice extension work.

ICB have indicated that project looks likely to go ahead, and we are currently awaiting the report from District Valuer before proceeding to next stage.

First stage drawings were shared on screen and talked through.

Discussed plans and how we will utilise new rooms and re-developed spaces.

JC explained how new rooms will provide more capacity for us to offer more face-to-face appointments than we currently are, despite this level being the highest it's ever been.

KB asked how long the project might take – JC advised unable to answer at this stage as not able to get clear timelines from ICB on when funding might be approved. Once funding is available and planning meetings have all been had, can provide a further update.

Veteran Friendly GP Practice Accreditation

JC discussed how practice has recently been given Veteran Friendly GP Accreditation.

Explained what this means in terms of GP taking lead role and having knowledge on relevant health conditions that might affect military veterans, and particular services that we can refer these patients to.

PPG thought that this was a very good thing to have – CT advised that she had shown a family member who is a military veteran himself the news post we put out about this, and he thought it was fantastic.

Staff Picture Day

JC advised that we have finally got round to organising staff pictures – JC had tried to do this in-house but never found the time, therefore practice partnership agreed to pay for a photographer to come into the surgery and take everyone's picture professionally.

Pictures will be taken on 14th December and once copies received, will be displayed in waiting room thereafter.

Pictures will not be added to the website as per discussions during previous PPG meeting.

New GP

JC advised that we will be having a new male GP (Dr Zaid Noori) start with us as of first week in January.

Dr Noori was an ST1 trainee with us for 6 months in 2021, and was very well liked by staff and patients, so we are glad to have him return to work with us.

Dr Noori will be replacing hours that have been lost due to Chris Lavery (Physician Associate) reducing his weekly hours as he has taken up a post as a lecturer at Edge Hill University.

Dr Noori will be working all day Monday, Wednesday, and Friday.

Reception Staff Changes

Not much change on reception other than 2 receptionists leaving since last PPG meeting.

Laura left to go and pursue a career in Nursing, and Cath wanted a job closer to where she currently lives.

Both have been replaced by Chloe and Heather who have joined us and are integrated well into the team.

JC advised very few complaints about reception staff these days – Acknowledgement that this hasn't always been the case, but the team we now have are all very polite and helpful, as has been noted by some comments received from patients.

AOB

Front Garden – We discussed that it has been noted the garden area at the front of the surgery can sometimes look quite untidy and overgrown. JC agreed with this but advised that it can become quite expensive to try and maintain.

JC advised that this was on the agenda of upcoming partners meeting to decide whether to dig up garden and redecorate area to make it neater.

KB suggested that if we don't go ahead with that option, possibly look in to recruiting some volunteers who may be interested in helping out with some gardening work. JC advised he will look into this if we decide to keep the garden as it currently is.

Practice Facebook Page – Whilst talking about volunteers, KB suggested putting some sort of advert out on the practice Facebook page but mentioned that we may face problems with interaction due to not many people following us.

KB suggested asking Aughton and Town Green Community Page whether we can post on there, or if posts could be shared. JC will discuss with Facebook page admin.

Front Desk Confidentiality – This issue was also raised, which is one that has been brought up before. JC and PPG members agreed that there is no easy solution to this problem. We have recently put a radio in reception area in the hope that this will distract people from listening to conversations at the desk, but other than that we cannot find any other solution.

Future Contact – JC explained that the reason we have not had a meeting for a while is because there wasn't much to update on and would not want to waste anyone's time. PPG understood this but suggested that JC keeps in touch every few months, even if there are no updates. JC agreed to this and will put reminder in calendar.

Next Meeting

Review items for discussion in February 2024 – If enough things to discuss, to call a meeting then. If not, JC to keep in touch with PPG via email.