

Minutes of Patient Participation Meeting Penn Manor Medical Practice Wednesday 31st July 2024

Description	Action
<p>1. Welcome and apologies:</p> <p>The meeting was opened at 6.30pm.</p> <p><u>Apologies received</u></p>	
<p>2. Matters arising from the last minutes</p> <p>Nothing to discuss</p>	
<p>3. Updates from the practice</p> <ul style="list-style-type: none"> • The practice has implemented a Total Triage system for the past five weeks, receiving predominantly positive feedback from the majority of patients who have used the new system. • A PPG (Patient Participation Group) member shared their experience with the system, describing it as straightforward and confirming they received a GP response within 24 hours. However, some patients reported difficulty accessing the triage link. • The branch manager clarified that the link is available on the practice website and can also be found online. • A concern was raised about accessibility for patients experiencing issues with the online system. The branch manager explained that patients can call the practice or visit in person for assistance in completing the triage link. • The option to bring devices to the practice for guidance on using the new system was also discussed. • The PPG provided overall positive feedback on the Total Triage system, highlighting that older patients might require additional support as they adapt to the new process. • The branch manager updated the group on staffing, noting that the practice is now fully staffed with GPs, maintaining a balanced ratio of male and female practitioners. In addition to the GPs, the team includes four experienced Advanced Nurse Practitioners (ANPs). • A question was raised about prescription requests via email. The branch manager explained that following the merger, prescription requests are no longer accepted via email. Patients should use online services (e.g., Patient Access or the NHS App), request through their nominated pharmacy, or drop off requests at the surgery for processing. 	

<p>4. Update on Breast Screening</p> <ul style="list-style-type: none"> • The new Cancer Care Coordinator, introduced herself and shared details about her role in the practice and the wider Primary Care Network (PCN). • She emphasised her focus on making accessible information available to patients about cancer awareness. This initiative aims to promote awareness, encourage patients to attend screening appointments, and help them recognise symptoms of different cancers. 	
<p>5. Updates from the Chair</p> <ul style="list-style-type: none"> • A member was confirmed as the new PPG Chair. All members endorsed her selection and expressed support for her chairing the group. • They confirmed they are committed to ensuring additional printed agendas are available for future meetings due to not having enough at today's meeting. 	
<p>6. Any other Business</p>	