

PPG Meeting Minutes

Date: 18/06/2025

Location: Barnoldswick Medical Centre at 17.30

Attendees: Susan Ritchie, Susan Duncan, Dr Manzur, Sara Richardson & Laura Ryder

Apologies: Lesley Imeson & Sue Greenwood

Introduction

The meeting commenced with an overview of current challenges in patient access and service provision. The focus was on improving patient navigation, making better use of local services, and enhancing system efficiency.

Triage System Implementation

- A new triage system is in the process of being implemented.
 - Every patient is being asked the same standard question at first contact to ensure appropriate care navigation.
 - Trained Care Navigators will direct patients to the most suitable service, recognising that the GP surgery is not always the most appropriate place for care.
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Alternative Care Services

- **Pharmacy First** scheme, which provides a range of accessible services and is being promoted as a first point of contact for certain conditions.
 - It was noted that **opticians** and **podiatry** also offer care navigation services that could be utilised, if appropriate.
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Expanding Local Services

- There was discussion around the need to bring additional healthcare services into the town, including **enhanced access appointments**.
 - Multiple attempts to expand services have encountered consistent **barriers**, limiting progress.
 - The issue has been **raised with the local MP** to seek support in overcoming these obstacles.
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5. Patient Participation Group (PPG) Employment

- Recruitment and poor uptake to questionnaires and meetings of **Patient Participation Group (PPG)** members was discussed. The uptake for the face-to-face meeting was poor, with only 2 attendees.

Meeting Adjourned at: 18.45