

**Minutes**  
**PPG Meeting Wednesday 15<sup>th</sup> October**  
**Maple Cafe**

**1. Apologies:-** HF. JD

**Attendees:-** HK. AR. PH. JH. LM. TF.

**2. Matters arising**

Proposed JH

Seconded – JG

Retirement – Cathy Easterby. The PPG was not what she was expecting – no further insights available at present. Thanks were expressed for her contributions.

Mention was made that minutes from meeting since 2020 not on the website.

HK/JD to collate and send to the practise (probably when Jayne returns from Holiday)

AR – also requested – nicely – that it would be *helpful* if the minutes were available the week after the meeting.

**3. Correspondence**

Swillington will now be closing on 28<sup>th</sup> October to allow for building to be emptied. Practise to advise via Posters, Social Media, Website.....

Rothwell closing for 3 weeks starting 3 November. Delaying the closure of Swillington was not feasible and provisions have been made to ensure no disruption to clinic, appointments etc.

**4. Practise Report**

New Admin assistant starting end of October

Fire doors at Oulton changing to magnetic locks, which would release if alarms triggered. Better cost option.

Online access now available during surgery hours – as per Government guidelines. Clinical needs prioritised. Admin requests available from 11am.

Flu jabs up and running. Many reminders sent to ensure take up – reminders stop once people are jabbed. Query raised re overlap with schools – **Tracey F to review**

Document Updates.

**HK to see JD to send to HF and add to website (probably once Jayne returns from Holiday)**

## **5. Any Other Business**

AR raised targets for the PPG in the next year

**Recruitment** – could we *advertise* the PPG on the back of the toolkit appearing on the website? This is what we have achieved in the past – Can you help? Do you want to make a difference?

**HF/AR to chase up meeting with other PPG's in the area to share ideas.**

This may be done through Lucy Longfellow of the PCN.

For December meeting – All to think about and bring PPG's achievements to next meeting.

**Tracey F to ask if a member of PPG could sit in on the Practise meetings – and on the back of this add an Agenda item to the meetings – What does the Practise want from the PPG?**

Discussions on the priorities for the PPG to review

DNA's were discussed at length. Data from Practise to be brought to next meeting as a graph (some of work better from pictures!). Do we need to review ease with which appointments can be cancelled? It is probably a low percentage of total appointments but would putting details up on the board in the surgery help with disquiet amongst patients about wait times for appointments? Is this worth looking at? Practise thoughts?

Does the PPG need a 'surgery'? Could we send out a questionnaire – responses to PPG email – along with requests for patient experiences?

Agenda item for December – feedback from Swillington closure – if any?

## **Next Meeting**

**Wednesday 10<sup>th</sup> December 1pm Maple Café (table booked)**