

MINUTES OF THE PPG MEETING HELD ON 1/4/2025

PRESENT – Rebecca Dabell, Kay Musgrove, Joanne Peach, Eleanor Curtis, Sally Wyatt, Margaret Keir, Jill Hurley, Yvonne Franks, Pat Richards.

APOLOGIES – Karen Frankland

AGENDA

1.Wording of letters – Margaret reported that a recent letter referred to an appointment needed with a HCA. This refers to a Health Care Assistant but most people wouldn't know what these initials referred to. The issue of plain correspondence had been referred to and requested before and once again it was agreed that this should happen.

2.Patient Notes – As a result of a review 'X' has been warned about heart rate but when she saw the Dr there was no reference to this on her notes. This clearly needs to be addressed so that patient notes are up to date with all relevant information.

3.Review Appointments – There has been a problem with appointments for reviews however a Pharmacist is joining Whyburn so waiting times for appointments for this should be reduced.

4.Meetings – members were requested to let Whyburn know if they were attending future meetings. Rebecca will mail everyone with correct email address.

5.Referrals – 'X' said there appeared to be confusion as to whether Dr's could refer direct to Specialists without first going through MSK. Despite this it would appear that they can.

6.Appointment waiting times – ‘X’ stated that he had a letter in February asking him to make an appointment but the earliest date he could get was 7th April. Joanne stated this was due to sheer volume. Despite the new telephone system staff had noticed that some people in the queue for an appointment at reception were also on their phones trying to get an appointment. This is at the very least inconsiderate and doesn’t help the situation but can’t be avoided. New appointments are released every morning but also during the day.

Pharmacy 1st is working well and if the Pharmacist then refers on to a Dr the staff know to make an appointment but the system is new.

7.Recruitment - GP recruitment is ongoing and hopefully will be up to strength. Reception is also now nearly fully staffed.

8.PPG members –‘X’stated she is moving so will be leaving. It was agreed more members were urgently needed so perhaps a higher profile is required. Perhaps a bigger card advertising PPG could be displayed in reception and certainly attendance at next Healthy Hearts.

9.AOB – there appears to be a delay in booking for serious asthma assessments . Also there also appears to be a delay in test results being put on line. It was agreed more training is needed in both areas.

Dental space letter has been forwarded on to Karen for her to deal with. The “ Boots” space Lease appears to be something only they can deal with.

Date of next meeting 3rd June 2pm.