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# Lambgates Patient Participation Group

Wednesday 11th January 2023

14:00-15:00pm

Attendees: AB, SS, ET

Apologies: EB

# Agenda Items:

1. **Updates from the last meeting**

We have a new bench outside the front of reception, a plaque for Dr Gowda has been ordered.

An email has been sent to Derbyshire County Council to enquire about further signage on Bank Street for the practice following feedback raised by a PPG member at the last meeting, we will update you on their response once we receive it.

1. **Surgery Update**

Val Cochrane, a community paramedic has joined the team and will have acute visiting slots across the PCN available for the 5 practices in the area to book into.

In house pharmacy technicians – Kerry and Iain 30 hours per week. They can assist with helping bring medications in line, reconciliation following hospital and clinic appointments and help source out of stock medications.

Salaried GP job vacancy for Tuesdays and Fridays – NHS JOBS.

1. **Letter from Derbyshire ICB Re PPG’s**

Please see enclosed copy of letter- Offer of support to PPG members and ideas to how PPG members can support the practice and encourage new services in the local area. Meetings held bi-monthly through MS teams for 1.5hrs long, there is generally 4 items on the agenda each meeting and discussions surround topics such as; Integrated Care systems, social prescribing and Urgent treatment care reviews. AB raised at today’s meeting about the recent transition from Tameside and Glossop to Derby and Derbyshire and what this really means for the patients of Hadfield and Glossop, these meetings above may be able to shed some more light on this issue from a patient point of view. SS and ET advised that a lot of the changes currently are behind the scenes that will not affect patient care but are to do with financial process and funding, however as soon as any information is received it will be shared.

1. **Any other business**

**New Member-** We welcomed a new member to the PPG, AB, we talked in detail about how we can increase our numbers as a group and make other patients aware of what a PPG is and what it can help with, SS and ET will ask the GP’s to mention the PPG to any patients they feel would be interested. ET will also advertise the next meeting date in the reception area with a leaflet about what the PPG is.

**Triage System-** AB passed on some lovely comments around her experiences with the practice and how well she thinks our triage system works. AB raised some suggestions around whether all patients know the meaning of ‘triage’ this is defiantly something SS and ET will take away and look into, it may be that some information needs adding to our registration form so that new patients fully understand how their care is going to be managed when they require an appointment.

**Phone Line Message-** AB mentioned that the practice phone line message is lengthy. SS advised that this is something we review and reduce when we can but there is a certain amount of information, we must provide so patients choose the correct option for their enquiry. However, this is definitely something that the practice can diarise to review again.

**Glossop Health Team &Extended Access** – ET and SS wanted to remind the PPG of the local connections we have with the other practices in the area. The 5 GP surgeries form the Glossop PCN (Glossop Health Team). The board members which contains one GP from each of these practices meet monthly to share best practice and discuss how they can work together to improve services in Glossop and hadfield with improving patient care and access at the focal point of discussions. SS continued remind the group that we have the Extended Access provision that provides out of hours GP, Nurse and HCA appointments evenings and weekends from Howard medical street, these appointments are available for patients from all of the 5 practices in the Glossop health team and can be booked through each practice. ET will advertise this service again on the Glossop health team and practice social media platforms

1. **Next meeting date – Wednesday 5th April 2023** – We have asked one of our inhouse pharmacy technicians,Iain Woodhouse to attend to provide an opportunity to ask any questions around his role in our surgery. We also hope for one of our GP’s to be present.