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# Lambgates Patient Participation Group

Venue: Lambgates Health Centre, Lower Ground Floor Meeting Room

Tuesday 5th December

14:00-15:00pm

**Attendees:** 5 attendees

**Apologies:** 2 apologies

**Agenda Items:**

1. **Practice Update**

Sadly, we have recently lost one of our longstanding colleagues and good friend, Fliss. Who passed away late November shortly after retiring from the practice in the summer.

A new member of staff has joined the team -Kelly Rowling. Kelly has been a great asset to the team is thoroughly enjoying working with us.

Clare Ley – Clinical Progression. Clare is taking 2-year secondment to complete a Adult Nursing Degree at Huddersfield University.

Jessica Knowles is also progressing further from a Health Care Assistant to TNA. Jess will be away from the practice on Thursdays Studying at Sheffield University.

We are having some building adaptations and improvements completed as we are at our capacity and require more space. We are in the early stages of these works but in due course will have 5 new consulting rooms across the two floors.

1. **PCN Update**

A new pharmacist has joined the PCN staff team – Hassan Mahmood. He can be booked via your practices and can assist with medication related enquires, medication reviews, changes to medications, brand switches, hospital prescriptions and discharges.

Tara Pritt, member of the Glossop Health Team has had some changes to her weekly rota. She will now spend 1 AM each week in each of the practices providing HCA support and FENO appointments with the new FENO machine purchased by the Glossop PCN. This will help support the diagnosis of Asthma in primary care. Tara will continue to complete PPP plans in the PM across the board.

1. **Macmillan Coffee Morning Fundraiser**

A special thank you to both MH and CR for giving up their Saturday Morning to volunteer and run LAMBGATES annual coffee morning bake sale. We raised an outstanding £398.50.

1. **Website Feedback**

 Are there any further comments on how we can improve our website to make this more accessible. AB suggested a change to the ‘Other rooms’ label. ET has contacted the website engineers, and this has been removed. CR has also spent some time looking at our website and initially found this tricky but after a little time, for CR who admits she is not IT savvy finds the website very simple.

1. **NHS app & prescription rejections**

CR mentioned that the NHS app had not sent a notification to her to inform her that her prescription had been rejected. This meant that she went to the chemist, and it was not there for her to collect. As a result, this experience has knocked her confidence with the app and she has reverted to paper requests. CR suggested whether we could put a note on our Facebook to say that we are aware this has occurred and to suggest patients log on to the app a couple of days after requesting their medication to check it has successful been sent through. Unfortunately, the practice has not control over the notification settings within the NHS app but could submit a development request to the NHS app engineer team.

1. **PPG Notice board & Suggestion box**

CR and SG have exchanged numbers with the view to start to work on the Patient participation group notice board in the reception waiting area. They plan to start this in late Jan/Feb time – they discussed a theme of Wellbeing to take president. SS and ET explained that this would tie in nicely with the works that the practice is doing with improving wellbeing for staff to have this message translated to patients as well would be great!

Ideas that the PPG came up with for the board are as follows.

* Inspirational quotes that can be taken away by patients on a laminated slip
* Meditation Classes
* Book list – CR discussed in detail a book that she was recommended about living with dementia from different perspectives. CR couldn’t recall the name of the book but will look this up and update the group at the next meeting as CG was interested.
* OAP 4 Key things to form part of your day (High Protein Diet, Intellectual interaction, Social Interaction, 30 mins Exercise)

We look forward to the board being done and can review the progress of this at the next meeting in March 24.

CG suggested that sometimes putting a focus to the suggestion box may galvanize more interest and responses. Could we incorporate the suggestion box and a focus for this when CR and SG update the notice board? Could we ask a question over the top of the board such as ‘What can we do to improve?’

CG asked if the GP’s had a particular interest that they would like to improve on or ask the PPG to support with. ET explained that as we are training practice, at any one time tend to have 4-5 trainees who all are required to complete a Quality improvement project a lot of the ideas are used for this work. Yes, they are based around clinical topics but in turn this improves the overall services the practices provide. ET /SS will of course bring any suggestions if they arise.

1. Feeback

CR informed the group she had just been to a party at the local church where a patient had stated that it is a ‘ joy to come to Lambgates’ ET and SS thanked CR for sharing such lovely feedback with us, ET explained to the group that we are in a fortunate positing to have received such lovely feedback for some time now but always keen to improve continuously where we can.

1. **The next PPG meeting will be held at Lambgates Health Centre, Lower Ground meeting room on Tuesday 5th March 2024 14:00-15:00pm. Please sign in at reception when you arrive. We look forward to seeing you.**

**SS and ET on behalf of Lambgates wished the PPG attendees a Merry Christmas and Happy New Year.**