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| **The Corner Surgery**  **Minutes from the Patient Participation Group (PPG)** | | |
| **From the Meeting Held on:**  **16/10/2024 at 13:30** |  |  |
| **Members In attendance** | **Apologies Received** | |
| **ANN DORING (Secretary)** | HOWARD POOLE (Chair) | |
| **KATIE CAUDWELL** | JENNY POOLE | |
| **JENNIFER CAMPBELL-KLOMPS** | MARY PORTER | |
| **KEN OWEN** | VERA MCGIBBON | |
| **SUE BELCHER** | RUTH GREEN | |
| **SHEILA WHITEBROOK** | AGNES CAMERON | |
| **KYLE POINTON (Reception)** |  | |
| **DR SMITH** |  | |
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| **Time** | **Item For Discussion** | **Item Holder** |
| 13:30 | Introductions and Apologies:  AD asked for volunteer to take on the role of chair; no volunteers so AD asked KC if she could take on role for today | AD Secretary |
| 13:40 | AD, KC & KP attended Primary Care Network (PCN) PPG meeting and KC advised group what a PCN was, how it works and the benefits of the services.  JCK asked the group about the way the meetings were run, i.e. an agenda. JCK wanted to know in advance what was to be discussed so she could research the subject matter. **ACTION**: Ensure agenda written up before meeting/ask for agenda items.  JCK - Minutes should be online for transparency. JCK informed the group she was not used to the meeting format used at The Corner Surgery. Queried level of GP involvement in the meetings? | KC (as chair absent) |
| 14:05 | DrS arrived 2.05. KC recapped what had been discussed up to this point. **ACTION**: DrS agreed action for today was to provide a clear agenda and actions. | KC |
|  | Surgery Items for discussion:  DrS advised the surgery now has a website which will be easier to update. PPG minutes can be uploaded**. ACTION**: this will possibly be piloted online for 3months. AD asked if this could be monitored and ‘views’ counted? **ACTION**: Can this be done?  DrS invite JCK to put forward her questions – no questions.  DrS updated the group on the following:   * Phone system update: currently quiet at the minute so is it working? * Appointments – there are now more pre-bookables on Fridays. * Surgery update: Practice Nurse (PN) Rachel Johnson leaving at the end of December, currently interviewing for new PN. * Finances – widely publicised, uplift given to provide 6% pay-rise for staff however, realistically it will be 4%. * To help financially – grow the surgery’s list size. * Looking to change GP contract but this won’t happen overnight. Looking for uplifting funding. * Junior Doctors are now called Resident Doctors. * A patient survey showed us to be the best in Sefton. * Trainees are allocated centrally. We have 2nd year Doctors from Southport Hospital, currently we have 2 GP trainees 60% and 1 F2 training GP. * Our lists are now fully open and new patients are being accepted. Room space limits how many new patients can be taken on. As the building is leased there are restrictions to building works. There are 4 years left on the lease. * Joint injections are currently done at The Family Surgery but may start to be done here along with Minor Surgery. * Dementia testing if offered to patients over 80 years of age with other health problems i.e. heart disease, diabetes. | Dr Smith |
|  | Patient Items for Discussion:  SB – Asked if staff morale had improved? DrS said that there was a low turnover of staff, which is positive.  JCK – Asked why all the blinds in the waiting area were closed? DrS responded that patients complained that they couldn’t see the screen when their names came up. **ACTION**: Can they be opened?  AD – Would a pharmacist phone a patient? DrS responded: Only for specific questions, not a full review.  KO – Why are patients not able to leave a note when ordering repeat prescriptions online? DrS responded: This facility is currently turned off because it was causing problems. The surgery can be contacted by e-Consultation or call in for regular requests. **ACTION**: Look in to turning back on. | Patients |
|  | Any Other Business:   * No AOB raised. | All |
| 15:15 | Meeting was closed at 3.15pm.  Next meeting 22 January 2025 (Amended to 26th February 2025). | All |