

## PPG Meeting Minutes 12<sup>th</sup> July 2023

Present: Allan Crosby, Sheila Frodsham, Barbara Jones, Dr Breach, Chris Hooson, sue Norton, sue Haden, Joanne Mason, Linda Macpherson

### **1) Chairperson**

JM asked for volunteer to be the Chair, nobody came forward.

### **2) Merge with Modality**

SF -asked what has been changed since modality.

Dr Breach- Wider partnership [, implementing policies, clinical governance, management, finances,

### **3) Recruitment this year**

New clinical staff had joined practice.

Trish Larbi- Advance Nurse Practitioner – Started May 2023

Jessica McBride- Advance Nurse Practitioner – Started April 2023

Stacey Williams – Paediatric Advance Nurse Practitioner- Started June 2023

Dr Crean- Started January 2023

Dr White – Started May 2023

We also have 3 new Gp's joining in August 2023

### **4) Dr Rahil**

We discussed that there are plans to join Dr Rahills in the future, however practices will remain separate.

### **5) Access**

Access was discussed JM discussed work done on telephones, new system in place, reception have had full training and Audits carried out, phone lines average waiting time is 1.47 minutes. The PPG members agreed there has been improvements.

We are now offering same day and book in advance, 1 week, 2 week and 3 weeks. It was discussed that now we have opened routine there is a lot of DNAs. The PPG members asked to do audit and put posters up in waiting room to inform patients. Allan Crosby said the online consultations are working well.

The practice discussed that they will implementing voice connect, this is ordering prescriptions over telephone 24 hours per day, it is a separated number to help with phone lines. The patient gets a pin number for security and the automated system reads back their meds and they press button if they require that item. It was agreed the PPG will trail this first.

Immunisation and Smear campaign

Jm brought the practice is low on immunisation and smears and ask if the PPG had any ideas to move this forward.

PPG mentioned evening and weekend clinics, posters in school, nurseries, community halls, Library. Facebook campaign. The PPG would like to help with this promotion.

### **Newton and Haydock Primary Care Network**

WE discussed the primary care network and what is being offered to practices.

**AOB**

We hold carers coffee morning in the practice and next one will be 24<sup>th</sup> August 2023

Next meeting will be 3 months' time date to be confirmed.