


LISTER MEDICAL CENTRE

Patient Participation Group Minutes 2nd December 2024 – 3.15pm

Item	Item for discussion
1	<p>In attendance: Dr Fernandes, Paula Stubbs, Jake Edwards (From the Practice) Pauline Hards, Ann Gould, Jim Mindham, Marie-Luise, Jeanne Pugh, Jean Paffett, Peter Gould, Janet Mackin, Ann Phillips, Marilyn Green, Kathleen Perry</p> <p>Apologies Karen Cakmak, Carol Reid, Marjorie Collier, Eddie Collier</p> <p>Welcome to everyone for attending this last PPG meeting for 2024.</p> <ul style="list-style-type: none">The agenda for today will be focusing on developing patient communications with 4 particular areas requiring feedback from the group
3	<ul style="list-style-type: none">Apologies that no previous minutes have yet been typed and sent out to the group. This is due to long term sickness by last month's minute taker. Once typed these minutes will be sent out to all participants of the group.
2	<p>Developing patient communications</p> <p>Website review</p> <ul style="list-style-type: none">Feedback from group - User friendly and helpful <p>Waiting area information</p> <ul style="list-style-type: none">Ticket machine - bigger signage needed advising to take a ticket before going to reception - signage already changed to A3 from A4. Volunteer does signpost patients to take a ticket. Suggestion to add a message to the Jayex board- This will be better placed on the Information Board rather than the Jayex board.Lots of boards in the waiting area, lots of useful information on different things for patients. Campaign area will be established in reception, suggestion was for a seasonal national board updating immunisation, vaccinations etc. <p>Phone system</p> <ul style="list-style-type: none">You are number... in the waiting list? Has this disappeared? is this a new system? Mentioned to Jake who will check the system as this should still be on the phone message.Patient feedback is that the call back system is valued highly. <p>Prescription messages</p> <ul style="list-style-type: none">No current problems easy to use.Fast service, the longest thing is waiting for the pharmacy to complete their end. There is 2 options for re ordering prescriptions this can be done direct at the surgery or via the pharmacy who will contact the practice on the patient behalf.

	<p>Jake IT lead provided an overview on the new NHS patient information board that will be installed in the main reception area. The interactive touch screens will allow:</p> <ul style="list-style-type: none"> • Patient feedback through survey's (F&F Tests) and general information (inviting patients to attend the PPG, how to book an appointment, Ticket machine, etc) • Efficient communication - Digital leaflets, website access & live notices. • Health education - providing patients access to a wealth of wellness tips & mental health support. • Engage directly with patients • The patient newsletter will also be uploaded to the screen
3	<p>Newsletter - update from practice and patients- Draft copy</p> <ul style="list-style-type: none"> • This newsletter is in draft form and will be sent via the electronic system to all patients of the practice. This will also be included on the web page and the new information screen that will be installed in the main reception area. As this is still in draft form, amendments can be made, should any one of the group like to add further comments. • We will aim to distribute the newsletter early next week. If anyone has any strong objections to the draft, please let Paula know via the contact.lister@nhs.net as soon as possible. <div data-bbox="300 913 351 974" data-label="Image"> </div> <p>Patient News Letter DRAFT.pdf</p> <ul style="list-style-type: none"> • It was acknowledged that that Patient newsletter would be a collaborative effort between the PPG and practice and aim for it to be produced every couple of months.
4 A.O.B	<p>Agenda - How do we get things added to the agenda?</p> <ul style="list-style-type: none"> • Pass onto Marie Luise • Email into contact.lister@nhs.net for attention of the management team who will add items to the agenda <p>Agenda Items</p> <ul style="list-style-type: none"> • Agenda items should reflect group needs. Peter Gould produced a document and asked for feedback from the group to be brought to the next meeting. Apologies were given as this document had not been sent to Dr Fernandes or Paula Stubbs and so could not be discussed at the current meeting. • Please see attached document for comments to be brought to the next meeting. <div data-bbox="300 1680 351 1740" data-label="Image"> </div> <p>Peter Gould Document.pdf</p> <p>Group Rules agreed</p> <ul style="list-style-type: none"> • It was agreed to have three main topics for discussion at each meeting. This will produce meaningful discussions and can be changed each meeting. • Patient access to be a standing item • Patient newsletter - submission and deadline to be standing item

	<ul style="list-style-type: none">• Complaints- It has been agreed that this group was not set up to discuss specific patient complaints. Complaints are dealt with by the management team at Lister. If there are practice process concerns these can be discussed and addressed at the meetings• Chairperson - It was asked at the first meetings if a chairperson was required. Previously we had a group chairperson and secretary, due to patients leaving these roles were hard to refill. The group did not feel that at the current time they were not in the right place to have a chairperson. It was agreed to leave things as they were. <p>Amy David who recently attended the meeting but could not make today has submitted some ideas for the practice/Group to consider and discuss.</p> <div><p>Amy David Suggestions.pdf</p></div>
8	<p>Date & Time of next Meeting</p> <p>Currently we will continue with the same time/date format on a six-week rotation</p> <p>Next meeting: 3rd February 2025 at 3.15pm in the meeting room. upstairs.</p>