

St John's Medical Centre
PATIENT PARTICIPATION GROUP



Patient Participation Group Minutes

Meeting Date – 25/11/2024

Venue – St John's Medical Centre.

Surgery Representatives – Nikki Masson Practice Manager

Beth Gadd Reception Manager. S' ON

PPG Members BC AP

Apologies MC

AGENDA ITEM	DETAILS	ACTION
1	<p>A discussion took place re the recent news about the national minimum wage & Employers NI increase and the impact it will have on GP practices especially as there is has been no mention of any funding.</p> <p>NM said that as we already know some treatment room procedures are being carried out, outside of the practice due to lack of funding.</p> <p>Dressing are being assessed at the Health centre on St Catherines Road and routine ECGs are being carried out at the CDC in Grantham.</p> <p>A PPG member mentioned that the GP practices use to carry out ear syringing but there was no recompense for this so patient go to Spec savers who charge around £60.</p>	No further action needed.
2	<p>NM Explained we are not sure what future funding we will get to carry out certain procedures.- Nor do we know for sure what procedures we will be carrying out in the future. We are still waiting to hear from the ICB.</p>	No action needed.
3	<p>Google reviews- not promising- Nikki investigated this. Some are from years ago.</p>	No action needed as NM looked into this

4	Newsletter- need to speak to Eleanor about this. PPG think it could be better.	NM- speak to Eleanor about this
5	<p>NM asked AP if her medication had been aligned and she agreed it had.</p> <p>BG- Said sometimes this happens as some patients have two months' worth of medications- some surgeries don't allow more than a month's worth of medication at a time.</p> <p>BG will speak with pharmacist to see if we can try and align these so not ordering medication at different times.</p> <p>If new medication is added then they should only be given enough to last until next prescription due</p>	BG Speak to GP/ Pharmacist about aligning medications
6	Comment/suggestion box- NM said we haven't introduced this but moved it. It was right near the door, but this is now on reception.	For information only. No further action needed.
7	<p>BC- Asked if the leaflet racks could be moved due to being too high.</p> <p>NM Said that we didn't move the racks but placed a message in the top rack to remind others not to fill it.</p>	For information only. No further action needed.
	<p>MC Enquired if there is a possibility to have a St Johns App.</p> <p>NM looked into this with the IT department and it will cost around £30,000.</p> <p>NM said that St John's website can be added to your mobile desktop and between that & askmygp it will cover the majority of things.</p>	No further action needed.
8	<p>Carers coffee morning.</p> <p>NM said we now have a new venue at the church next to the practice.</p> <p>A PPG member said that it was disappointing as only a few patients turned up.</p> <p>NM said that quite a few were invited by SMS and by phone and said they were coming.</p> <p>NM said unfortunately we don't have the resource to ring the majority of carers as there are currently over 200.</p> <p>Those that do attend seem to enjoy it.</p>	NM to set a date for another meeting.

<p>9</p>	<p>The PPG were reminded that St John’s are taking part in some of the collective action, at this moment in time they are considering consulting what is recommended as safe, no decision has been reached yet.</p> <p>BG made them aware that there also may appear a number of GPs on AMGP but some are registrars and are at different stages of their training/development so therefore their patient levels reflect this. Doctors also have to go out and do home visits- taking time away from appointments at the surgery. This can be quite time consuming with the road works in Grantham town at this moment in time.</p> <p>NM Informed the PPG that patients are not aware that when a GP carries out a consultation over the phone it is to assess their situation before deciding if they actually need to be seen face to face. Not every single patient wants to be seen face to face for a decision that can be reached in another way.</p> <p>For some ailments doctors can carry out the same consultation over the phone without having to ask the patient to come in to the practice.</p> <p>Some patients appreciate this as it is not always convenient for them to find time to attend the practice.</p>	<p>Info only</p>
<p>10</p>	<p>NM said that we need to have a Chair for PPG – The PPG would need to vote .</p>	<p>To vote</p>
<p>11</p>	<p>AP asked what relation the pharmacy next door to St Johns is. NM informed her that Boots Pharmacy rent the building.</p>	<p>No action</p>
<p>12</p>	<p>AP asked if we could have an email address for the PPG meeting for them to be able to access as people might not want to talk directly to the surgery about queries.</p>	<p>Need to make Email address</p>

<p>13</p>	<p>AP has put a lot of effort into the meet and greet. Made a leaflet- which we will laminate and have it on a little table in reception so people can read it- BC suggested that the writing is not too small or too much as people won't read it. BG to review and add this to registration form. Re the Meet & greet NM said most patients will asking about appointments, availability, and all the ways they can book them. Some Patients like ASKMGP and some don't. Some people don't have internet access so we need to lay out their options.</p>	<p>Finish leaflet add to registration packs</p>
<p>14</p>	<p>AP Mentioned that near the Barracks, they are building 4000 houses- was told they will have doctors/ schools/ community centre- non now being built. Was put to them to build a hospital there due to the location but idea had been declined.</p>	<p>Info only</p>
<p>15</p>	<p>PPG members asked if they could have Lanyards</p>	<p>NM/ BG to address</p>
<p>16</p>	<p>Nikki and Beth are going to write something about appointments and put to the PPG members. We informed them that this would be about mid January due to other commitments running up until Xmas.</p>	<p>NM/ BG to address</p>
<p>17</p>	<p>PPG mentioned at looking at maybe increasing the amount of PPG meetings a year and maybe alternate them to an evening- to allow more availability for people to attend.</p>	<p>PPG to discuss if want more meetings</p>
<p>18</p>	<p>AP Mentioned that for the coffee morning we could look at badges for carers ' SJMC carers.</p>	<p>NM to look into</p>

19	PPG want to promote St Johns as much as possible, to what they can do for their patients.	Surgery and PPG members
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ACTION KEY

RED – PPG Members to consider/action.

BLUE – No action needed

GREEN – Surgery to action