**Leckhampton Surgery Patient Participation Group Meeting**

**Wednesday March 12, 2025**

**Minutes:**

**Attendees:** Katie, Judith, Joy, Mike, Veronica.

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| **1. Welcome and Apologies** Apologies – Nigel, June and Susan |
| **2. Minutes of the meeting January 29th. 2025** were accepted. |
|  **3. Matters arising** a) **Accurx -**Katie fed back to Accurx and some tweeks have been carried outb)It was noted that if a patient has submitted multiple BP readings only one is recorded on the notes. The PPG requested that some wording that would put patients at ease that all readings had been looked at would help patients. The PPG also requested that there is an indication that the reading is normal (if it is).c) Katie had asked for one of the GPs to attend the PPG but the response was that Katie was attending and representing the clinical team. All were disappointed in this response.  |
| **3. Update from the Practice** Katie: a)Clive has returned to his practice in Stroud but he is working 2 days a week for Leckhampton – one day on site and one day remotely. Katie has been drafted in to fill some of the time. b) Jennie sadly has been diagnosed with cancer and the prognosis is not good. She is being treated at Worcester. Leckhampton surgery are supporting her with flowers and cards and Dr Hay has visited. The surgery has advertised for an interim practice manager. c) The new GP contract has been received positively – some concern was expressed about urgent appointments only being available via the App. Also about a dedicated GP. |
| **4. AGM Tuesday April 8**Judith distributed a proposed agenda. Neetan from Spa Pharmacy is finding a pharmacist to talk about Pharmacy First. As yet no social prescriber is available. Mike agreed to give a brief talk with possible use of a video about use of the App. Attenders will be asked if they have suggestions for items as to what the PPG can do. Judith will write to Dr Hay and Dr Hall to ask if one or both of them will attend. Katie will be there. All PPG members are requested to arrive at 6.30 p.m. to help set the chairs out. |

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| **5. NHS App sessions**Two sessions have been held so far. Feedback from the first session* Patients were more familiar with SystmOnline, most were aware of the NHS App but not all that it offers..
* Some patients unaware of the appointments for 5, 7 and 14 days being made available

at 10 00am. including Saturdays and Sundays. Patients at work disadvantaged.* Registering with the NHS App is easier if you are already registered with the practice’s SystmOnline. Otherwise ID needed, including photographing ID and recording a facial video - unclear how to upload this on the NHS App - advice sought.

Feedback from the second session* Saw quite a few patients, many familiar with the App
* Some had become very frustrated at losing appointments as the system did not hold the slot whilst the information was filled in
* Working patients disadvantaged with the 10.00 am release time
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| **6. AOB** Mike raised the issue of cancelled appointments . He had two examples of patients who had been informed by text that there appointment had been cancelled but the appointment was still showing in the App. Katie will look into this.  |
| **7. Date of next meeting** May 14, 1 p.m. at the surgery  |