

Dr A Saravanan | Dr J Saravanan | Dr U Jayakumar | Dr M Msayib | Dr N Saran

Date: 10th February 2025

Dear

Please find below the minutes for our Patient Participation Group (PPG) Meeting: -

Date of PPG meeting 4th February 2025-

- **Chair** – Adrian D’Arcy / Sue Mills
- **Minutes** – Sue Mills
- **In attendance** – Sue Mills (SM) (Practice Manager), Lynne Holden (Deputy Practice Manager), Adrian D’Arcy (ADA), Paul Cunliffe, Dorothy Atherton, Sheila Cockram.
- **Apologies given.**
- **Introductions**

GPs workload SM discussed the typical GP Day, which is the work shown on the iceberg photo – attached.

X-ON – cloud-based telephony SM - As part of our NHS contract – we must provide a telephony system, which is cloud based. The practice is liable for the monthly cost. We are currently having it installed. Our new contact number will be 01942 367 635 wef 19.02.25.

Our phone lines will be open 8am to 9am for emergency on the day only. 9am onwards routine appointments, general enquiries from 10.30am onwards. Test results from 1.30pm onwards. You are unable to order repeat prescriptions over the phone.

SystmConnect SM - Again, as part of our contract we have to online access – we can confirm that we have access to order prescriptions, book appts, ask enquiries.

Grasmere Surgery would like patients to order more prescriptions online.

Did you know? ADA explained about **Did you know** posters/information/videos for GP television, and the quick message it gives. If up in reception and on the television, social media it is an easier way of publishing services.

We agreed that ADA would start this process and email the members at this meeting to put forward some ideas.

Did you know posters for the following areas: -
Signposting to other services e.g. FCP and Community Pharmacy
Using online services to order medications.

Reaching out to the Youth A suggestion was to have a dedicated Grasmere webpage for the Youth. Adrian mentioned that he has connections that may be able to assist. He will get back to us.

PPG members ADA – has requested that PPG members need to confirm if they still wish to be members.

Therefore, please contact us within the next 4 weeks from the date of this letter. If we do not hear back from you, you will be removed from the group.

Roadshows

The group also looked at some suggestions of manning the reception area and to inform patients about the signposting services.

ADA discussed the possibility of training patients to use computers. ADA – to contact Healthwatch.

PPG Attendance

ADA mentioned about attendance to our meetings being in different formats eg Face 2 Face or dialling in, thus giving more availability to attend. Please contact him to discuss further.

I have included Adrians connect details for those who have not been in touch with him yes regarding our PPG's way forward – mobile – 07394184761 | email address - bovits@ymail.com

Our next meeting is planned for **4th March 2025 at 11am Grasmere Surgery**

I have also included Leigh PCN PPG future dates of their meetings (please note - these are not Grasmere Surgery PPG meeting dates). Also, we are allowed two members of our PPG to attend, one of which will be Adrian.

Kind regards

A handwritten signature in black ink, appearing to read 'S Mills', with a stylized flourish at the end.

Sue Mills
Practice Manager

Your GP Practice



What certain media sees

Face to Face GP appointments

What the public see

Busy phone lines

Remote GP Contact

Meetings

Prescriptions

Extended hours

Coroner reports

Patient signposting

Medication reviews

Managing complaints

Coding & data sharing

Chronic disease reviews

HR & Staff management

Medical student training

Keeping patients updated

Dealing with health briefs

Learning disability reviews

Arranging patient transport

Managing national & local targets

Reviewing patient & hospital letters

Supervising & supporting Community teams

Flu jabs

Home visits

Safeguarding

Non-NHS letters

Pharmacy liaison

Reviewing results

Mandatory training

COVID Vaccinations

Processing referrals

90% of NHS contacts

Antibiotic stewardship

CQC & PCN monitoring

Care home ward rounds

Appraisals & revalidation

End of life/ palliative care

Childhood Immunisations

Tackling medical fake news

Population health management

Work actually being carried out by GPs and their team...

With thanks to e-GP Learning