

PPG Meeting

Meeting name:	Grasmere PPG group Test meeting via WhatsApp 28 th October 2025				
Surgery Representatives / Chair:	Adrian D'Arcy				
Attendees:	Paul, Liz, Tara, Sheila, Adrian.				
Guest Speakers	None				
Apologies	Ann				
Date:	28th Oct 2025	Start time:	11:00am	Finish time:	11:43am

Chair	Introduction of Chair and thanks for attending & methods of meetings
Group	Individual introductions by Sheila, Liz, Paul, Tara, Adrian
Group	Surgery wonderful ... phone menu says 10mins per issue, so can u request more time or more clarification displayed if not allowed from surgery.
Grasmere Update	Appointment Time Policy We have signs in the surgery reminding patients of the 10-minute appointment rule. Our phone messages for both routine and urgent appointments also explain that appointments are 10 minutes per symptom or issue. When booking appointments, our reception team will ask for the reason(s) for your visit. This helps us allocate the appropriate amount of time — for example, 20 or 30 minutes — or direct you to the most suitable service if needed. Unfortunately, we often find that patients book a 10-minute appointment but attend with a long list of concerns. Sadly, 10 minutes is not enough time to discuss multiple conditions in detail. This can cause delays for other patients, as GPs then run behind schedule, home visits are delayed and waiting times in reception increase. This often leads to understandable frustration and feedback such as “the doctor was late seeing me.” Where possible, GPs will try to accommodate additional issues. However, if there isn't enough time, you may be asked to book another appointment to ensure each concern is properly addressed. Please also remember that if you have unrelated medical issues, and each requires a referral to a different department, the consultation time can quickly extend from 10 minutes to 30 or 40 minutes. We have attached the GP iceberg diagram to help illustrate how much unseen work GPs do beyond what patients see during their appointments.



Group	They have a family planning clinic could there be a menopause clinic anywhere. Spoke to Healthwatch who have given details for wiganmenopause@outlook.com Paul said doctors specialise in different ailments and could be a useful avenue too.
Grasmere Update	At present, Grasmere does not have a dedicated <i>Family Planning Clinic</i> or <i>Menopause Clinic</i>. However, this could be a valuable service to suggest for discussion at the Leigh PCN Patient Participation Group (PPG). We do have GPs with specialist interests, although all our doctors are fully qualified to manage a wide range of medical conditions.

- **Dr Jayakumar** supports newly diagnosed diabetic patients. After the initial consultation and management plan, patients are supported by our **Nursing Team** for their ongoing long-term care.
- **Dr Msayib** and **Dr Saran** have specialist training in **Dermoscopy (a non-invasive medical technique that uses a hand-held, magnifying device)**, enabling them to assess and photograph skin conditions and moles. Appointments for these assessments are usually **20 minutes** and may lead to a referral to a specialist if required.
- **Dr Saran** also has a special interest in **Gynaecology** and works with **Leigh PCN** in this area.

Our **First Contact Practitioners (Physiotherapists)** are available for all **muscle and bone-related problems**, ensuring you see the right professional as soon as possible.

We also work closely with **Community Pharmacists**, who can now access and treat several **common health conditions** — often without the need to see a GP.

Conditions that can be treated directly at participating pharmacies include:

- Earache (ages 1–17)
- Impetigo (age 1+)
- Infected insect bites (age 1+)
- Shingles (age 18+)
- Sinusitis (age 12+)
- Sore throat (age 5+)
- Urinary Tract Infection (UTI) – women aged 16–64

Many **minor ailments** can also be treated at your local pharmacy, such as:

- Coughs, colds, and sore throats
- Tummy upsets
- Aches and pains
- Skin rashes
- Baby teething and nappy rash
- Emergency contraception
- Contraception.
- Free blood pressure checks

Group	Hard of hearing people booking appointments. Everyone listening in queue, explained can request a separate area if needed.
Grasmere Update	There are notices displayed in reception informing patients that if they wish to speak in private, they can simply let a member of the reception team know, and a member of staff will take them to a private room.
Chair	Explained intention of doing a 2-person presence at surgery once a week or fortnight to show visibility & get new PPG members. Asked group to give available dates if interested.
Chair	13 Nov meeting - Adrian & Paul attending Leigh PCN
Group	General praise for surgery and how everything is going
Chair	SystmConnect Chair explained about medication requests or request advice via online at https://www.grasmeresurgery.co.uk/services/online-services/ also allows patients to read their records.
Chair	Explained it's our group together, and all suggestions are welcome
Chair	Meeting closed 1143am.

Next meeting date	25 th November 2025 11AM via WhatsApp. (will discuss with surgery if they are free this date and time) & will feedback
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