

GRASMERE SURGERY PPG
MEETING 31st OCTOBER 2023
MINUTES

Present:

- Surgery Representatives: - Susan Mills and Lynn Holden
- Patient Representatives: - Barrie Coates (Chair), Susan Lucas, Sheila Cockram, Kathleen Sanderson, Hazel Bennett

Apologies: Ann Lloyd

Quorum:

The attendance only just achieved the minimum required for a quorum. It was decided that we need to attract additional members to reflect the age range of patients and ethnic diversity.

Action: all members to seek ways of attracting additional members.

Matters arising not on the agenda:

Item	Comments	Action required
Telephone System	It has been discovered that the telephone system automatically rejects calls that exceed the call queue. Technical support has been informed and will seek to remedy the fault.	SM to report progress to next meeting.
Grasmere Surgery Website	This has recently been updated. Printing option changed.	Members to report issues to SM/LH
Leigh Health Car Park	LH reported that, when construction is complete, an equivalent number of places, to those lost during construction, will be returned to the car park.	LH to report progress at next meeting
Patient Survey Results	Unavailable due to a technical issue.	SM to distribute with the minutes.

Covid Booster	Members expressed dismay at the lack of Booster facilities in Leigh.	BC to raise at next PCN Meeting
Additional Roles Reimbursement Scheme (ARRS)	Nothing further to report.	SM to update as appropriate
Staff updates	<ul style="list-style-type: none"> • Health Care Assistant – Rose has left and has been replaced by Chelsea. • Karen is a new Practice Nurse in Training. 	
PCN representatives	It was agreed that BC and HB be the two representatives from Grasmere Surgery.	
Behaviours	The flyer presented by SM was agreed and she was asked to display it in reception and put it on the web site.	SM
Project	<p>The project proposal put forward by BC was briefly discussed and the concept was generally accepted.</p> <p>All agreed to think about the services that the surgery delivers and to send BC/SM a list of those that occur to them with their idea of how they should be accessed and what performance standards they would expect to see.</p> <p>BC/SM will review these and seek to prepare a draft list for the next meeting.</p>	<p>All to send their thoughts to BC/SM by the end of November 2023 – BC Email – please contact the surgery</p> <p>BC/SM to meet early December and seek to prepare a draft list.</p>

Date of Next Meeting

This was agreed as December 12th, 2023. **Please note** the change of time to 10am – Noon.

The main agenda item will be the Project.

Service User Experience for Grasmere Surgery

Always manage to get to see a Doctor nice friendly and helpful receptionist
The staff are very professional courteous and friendly and make the experience of being in the Doctors run more smoothly
Helpful staff and very kind
much better than it was
Received good treatment. Feel looked after
All staff are very professional and are willing to help in any way they can. All staff and Doctors keep up the good work
Reasonable quick appointment. Nice friendly receptionist
Saw the Dr, helpful. The receptionist is helpful also. thanks
lovely receptionist always happy to help
prompt and courteous receptionist
Lovely staff and GPS
Always very helpful and kind
F&F sm - Polite and helpful staff. Pleasant environment. I have faith in this Practice SAS
Friendly receptionist - very helpful
F&F due to my disabilities/anxiousness I need to speak to people I am aware of. I required my bloods to be taken by Catherine, and the Receptionist Manager to sort this. Thank you
F&F - Always very helpful and do their best to help
F&F - The receptionist was very pleasant. Surgery is very clean
Not long to wait and Nurse was thorough Desk staff is lovely too
usually manage to see a Doctor when needed. Staff very helpful
Why does it take four calls for my visit and when I ring the DRs. The voice counts down then counts up. This is the third time I have reported it but nothing has been done - re phone lines
rang for a blood test and got an appointment for the same day
F&F SM - Always a good atmosphere everyone makes you feel welcome. Great Surgery.
F&F never had any issues
Appointment on time, and found Dr JS to be quite helpful and I wasn't rushed
sometimes there can be miscommunication between the GPS. Particularly concerning medications
F&F always polite and treated with respect
Very pleasant staff, and appointment on time :)
Doctors and receptionists are lovely and bend over backwards to help. There is just 1 receptionist that has an attitude - not saying who but everyone else is 100%

"the surgery has been absolutely amazing every time i ring it always amazing service from the practice thank you for everything you do"

patient C.D stated receptionist is always very nice and friendly

Excellent service, all good