


Working together effectively to enhance the health and wellbeing of our communities

MINUTES

PPG meeting

Meeting Date:	25 th January 2023	Meeting Time:	1900
Attendees:	PPG members plus Liz Richards PM, Dr Sarah Dowling, Dr Elfrieda Power		
Apologies:	many		

	ITEM	ISSUE / STATUS / ACTION REQUIRED	Responsible	Due
1.	Introductions and Welcome	Liz Richards (LR) welcomed everyone. LR thanked everyone for attending.		
2.	Apologies	many		
4.	Dr Elfrieda Power	<p>Dr Power gave a presentation about the NHS current situation and how LHP is coping with the pressures. Please see her presentation below</p>  <p>Challenges facing NHS and LHP Respo</p> <p>It would be good to have a shorter version to spread more widely.</p> <p>PPG members found the iceberg infographic very informative.</p> <p>Could we put this on the screens in the waiting rooms?</p>		
5.	Dr Sarah Dowling	<p>LHP doing some ongoing work to look at demand and capacity. When demand is highest, match it to staff, look at our capacity.</p> <p>Failure demand where the system does not have the right process for that patients- there will be some focus groups working on this in the next few weeks.</p> <p>LHP is also looking at group consultations to see if we can increase our capacity by offering this for some conditions- like menopause and diabetes-looking after more patients with the same conditions with less clinicians plus the patients get peer support which has shown to be very effective</p>		
6.	Staff update	<p>Dr Alka Cashyap has joined the practice- a very experienced GP on Thursdays</p> <p>Rachel Branscombe is now training to be a Healthcare assistant.</p> <p>Expanding the SCA team</p>		
7.	AOB	LR apologised for email error that had happened earlier in the month where a PPG member had accidentally forwarded the teams meeting and not Blind copied		

Quality, Helpful and Empathetic Attitude, Making it easier, Communication

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		<p>everyone and also cancelled the original invite by accident</p> <p>Further to last PPG meeting we have started to change and reduce the digital routes into the surgery.</p> <p>Peter Cook- PPG chair is happy to sit with a smaller group to work out how to get info out to wider patient groups</p> <p>Peter also asked PPG to consider what patients want from the group and how to expand it.</p>		
8.	Date / time of next meeting	22 nd March 2023, 7pm by Microsoft teams.		