

Minutes of Meeting held on
Wednesday February 12, 2025

Attendees: TWW: PM | NA: HCA | MR: RECEPTION | L SHARPE | PAT ALLAN | PAT BROMLEY | V WATSON

The meeting commenced at 1pm with refreshments. The Practice Manager welcomed everyone, and all introductions were made, and all the group were given a PPG pack which included the launch and future meetings for the year, and other information.

TWW went through some background information about the previous PPG and explained that the purpose of the group was to meet regularly to discuss the quality of our services, explore potential improvements, and consider ways to enhance local health education.

TWW explained the opinions, concerns and ideas that arise from these discussions are highly valued and can make a difference, and that we are extremely grateful for the PPG dedicating 1 hour of their time.

TWW did a talk as regards to our previous PCN which was not as established before covid,

We spoke about what the PCN is, and it was noted that the PPG were not familiar with this and the practices that are part of the PCN.

TWW mentioned that as a PCN we can refer patients to health and wellbeing coaches, social prescribers, care coordinators, mental health workers, and the fact that we can book patients applicable to see a physiotherapist at another practice in a timely manner, usually within 1 week.

We also discussed Downtown, which is part of Burnley together, that offer a food bank facility.

The group interacted and shared ideas one of the members does some voluntary work with Pendleside and spoke about the support that they offer for instance bereavement support, stress and anxiety and meals on wheels it was agreed that Val was going to drop off leaflets for us to do a display within the practice for us to refer patients.

The group said that they will think about the practice/any areas that may be improved within our practice, it was agreed that we will discuss this at the next PPG meeting.

The group all agreed that they had enjoyed the launch today and had a positive outlook for the future.

The meeting lasted approximately 1 hour

Date of next meeting – 14th May at 1 pm.