

Minutes Patient Participation Meeting

Wednesday 14 May 2025

Attendees: TWW: PM | KATY | L SHARPE | PAT ALLAN | V WATSON

1. The meeting commenced at 1pm with refreshments. The Practice Manager welcomed everyone, and updated everyone as regards to the covid boosters, and that we were providing separate clinics.
2. TWW spoke as regards to conducting another annual survey, and what questions were going to be asked about the performance of the practice, the group were also involved as to further ideas around the questions, it was agreed that the data would be brought back to the next meeting along with the national data.
3. One group did mention as regards to the reception staff asking more questions on the telephone, TWW spoke as regards to the reception staff having been trained in care navigation, but not as clinicians, and that their role was to sign post patients to the most appropriate services.
4. We had a discussion as regards to the practice recently signing up to L/D Champions and that TWW and SM were going to be the champions for the practice; it was noted that we were in the process of sending out a picture learning disability booklet to all our patients on the register with a photo of the champions embedded.
5. TWW briefly spoke and discussed as regards to a case study anonymous that our PCN had recently undertaken, TWW spoke all about the good work and excellent outcomes, so the PPG could understand how our PCN team really offer a lot of help and support to patients.

The meeting lasted approximately 1 hour.

The next meeting is planned for 12th August at 1pm.