

PATIENT PARTICIPATION GROUP MINUTES: 21st March 2024

Present:

Nick Jackson (*CH – Windermere and Bowness Medical Practice Manager*)

Richard Glenister (*PPG Chair*)

Rae Cross (*PPG Vice Chair*)

David Glass (*PPG Secretary*)

Fred Tattersall (*PPG Member*)

Sandra Lilley (*PPG Member*)

Helen Jones (*PPG Member*)

Fee Hindley (*PPG Member*)

Ali Jarvis (*PPG Member*)

Apologies:

Nicky Chapman (*CH - Windermere and Bowness Medical Practice Coordinator*)

Val Garvey (*PPG Member*)

1) Welcomes and Introductions

- The group made its introductions.

2) Minutes/Actions from Previous Meeting

- Acceptance of minutes from the last meeting (25/1/24) was proposed and seconded. The minutes were accepted.
- Actions from the last meeting were reviewed, with findings as follows.
- **Action 1** (Consider sending representatives to PPG meetings at other practices)
 - Nick has spoken to the Ambleside practice PPG and let them know the date of this meeting. The PPG is still developing, and it may be too early to consider joint meetings.
- **Action 2** (investigate improved feedback on exit door opening) – being considered by CH's IT people. Exit is also difficult for people in wheelchairs. Action maintained and modified to keep this issue open (now Action 1 from this meeting).
- **Action 3** (Provide suggestions to NJ on groups who could assist with the Practice Open Day) – discussed later in the meeting.

3) Practice Update

- No significant changes in staff numbers since the last PPG meeting.
- There is progress towards continuity in terms of GP access. Dr Sinead Erington is doing Wednesday shifts, Drs Anderson and Agbarakwe are picking up extra days.
- The rebrand to Cumbria Health (CH) is to emphasise that the organisation is no longer just “on call”. There is no change to the current services provided.
- The practice is now signed up for Veterans' accreditation.

ACTION: Send details of the Veterans' Accreditation to the PPG (NJ).

- PPG members commented that recently there were delays in blood test appointments of the order of 2 - 3 weeks. Nick is improving cover to address this, but blood tests are not regarded as an emergency service. Two workarounds were discussed, as follows. Phoning the practice at around 10:00 normally means that the majority of cancellations on the day for blood tests (or other appointments for that matter) will have been made and they can be re-assigned. Also, patients can

not know who to turn to. Testing for chlamydia is a common theme. The practice has a confidential online Q&A service to provide factual information, which runs alongside existing services in schools. The practice will not interfere in other, more direct existing support schemes e.g. within schools.

6) Any Other Business

- A PPG member commented that the chair arrangement in Reception was not working well in practice, with no space for buggies or wheelchairs.

ACTION: Investigate improvements to the reception seating area to improve arrangements for buggies and wheelchairs in particular (**NJ**).

Next Meeting: Thursday 20th June 2024, 2pm

7) Summary of Actions

No.	Action	On Whom	By When
1	Investigate how feedback to users on secure area exit switch activation can be provided (e.g. light, sound), and how the exit can be improved for use by wheelchair users.	NJ	20/6/24
2	Send details of the Veterans' Accreditation to the PPG	NJ	ASAP
3	Pass ideas for activities for the Open Day to NJ for consideration	All	ASAP
4	Investigate improvements to the reception seating area to improve arrangements for buggies and wheelchairs in particular.	NJ	20/6/24