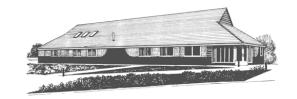
CHURCH LANE MEDICAL CENTRE 1 Orchid Rise, Scunthorpe, North Lincolnshire, DN15 7AN



PATIENT PARTICIPATION GROUP MEETING MINUTES

Meeting Date: Tuesday 30th July 2024

Attendees:

PPG Members: Practice Apologies: SF (practice) MF Representatives: JB (Chair) JW Kirstie Hornsey KD (Vice) ΗВ Sue Scorer MS ΥT ΚE Faith Woodcock SF LC

JP CL WS BD

Meeting Minutes			
Item	Iniocting minutes	Owner	
1.	Welcome and Introductions		
	The meeting was opened by the Chair. Members re-introduced themselves as a new member (SF) was present and SS passed on apologies from members and staff unable to attend.		
2.	Actions from last meeting		
	Still to arrange for members to come into the surgery to show patients how to use the NHS app, SystmOnline and Online Services. HB happy to do this but waiting for confirmation of new rota. JP also happy to help with this once dates have been coordinated.		
	PPG members still to come up with ideas for noticeboard in reception. Any ideas welcome and practice happy to print, laminate and display. Suggestion that photos of some of the PPG members could be displayed on the noticeboard together with a paragraph about themselves and why they are volunteering on the PPG group. This would be entirely optional.		
	Member's story of weight loss has been included in previous newsletter.		
Action	To confirm dates for training on site	HB/JP	
	To ask if members would like their photos/information to be included on the noticeboard	ALL	
	To go through webpage at next PPG meeting and make suggestions	Members	
	Members to continue to think about ideas for PPG noticeboard		

3	Agenda items from patients	
	None provided prior to meeting however discussed the Pharmacy First scheme and some concerns that it may delay seeing a GP (details of this are included in minutes from previous meeting).	
	The practice now has a good system in place for managing referrals into Pharmacy First and have very few patients who need to come back to see us after seeking treatment through this scheme. It is particularly useful for things such as coughs/colds for which over the counter medication can be sought etc. Full details can be found at: NHS England » Pharmacy First. You can refer yourself by calling into a pharmacy or the practice can make a formal referral on your behalf.	
	There was also a discussion on the local meetings for PPG Chairs which used to take place regularly. It seems these are still being held and the practice will contact the ICB to ensure our new chair is invited to these.	
Action	To contact ICB to add JB onto distribution list for Chairs Meetings	FW
4	Update from practice	
	At the recent North Lincolnshire Primary Care Awards the practice won four awards; GP of the Year (Dr Hussain), Practice Manager of the Year (Faith Woodcock), Reception Team of the Year and an award for Clinical Improvement for Diabetes. Members asked how this was being publicised – it has been added to the website and certificates are displayed in the foyer on site. We will also add something in the next newsletter.	
	We have a new Mental Health practitioner who recently started working with us one day per week.	
5	Action plan for coming year	
	It was discussed how members do not really communicate with each other between meetings so a lot of the actions they would like to achieve are not moving forward. It was agreed that in the first instance we would check if members are happy to share their email addresses so at least they could communicate and possibly look in the future at expanding this to another WhatsApp Group for those happy to be included. Those members present gave consent for their email addresses to be shared.	
Action	To check with members not present if they are happy to share their email addresses	FW
АОВ	Suggested date of next meeting with be circulated with minutes.	