

Minutes of PPG meeting held on 18 December 2023 at Old Henry St Medical Centre at 10am.

Present on behalf of Patients: Susan Kavanagh, Barry Sharp, Michael Pollard, Julie Ellis, Lillian Sharp, David Waterworth, Joanne Ellis Clark, Elizabeth Senior,
Present on behalf of Medical Centre: Jane Foster and Charlotte Chapman.

Apologies : Eileen Brunt

Barry Sharp welcomed David Waterworth and Joanne Ellis Clark to our meeting

Minutes of last meeting was distributed to all members and agreed to be correct.

PCN it was suggested that the minutes for the PCN meeting be included in the minutes for the PPG when available.

The minutes will be put on the notice board in Reception for all patients to see.

PCN Report: A complaint was raised about not enough facilities for Covid Jabs in the Local area. it was stated that as funding had been reduced, only 2 sites in the Leigh and Wigan area were available so patients were obliged to book further afield. The Pharmacist involved in Leigh stated that when his list was full the on-line service shuts down and he has to apply to NHS England to establish a new list.

It was suggested that we have an action plan for the next 12 months so that we can see what things are needing following up. The DNA poster that one of our other surgeries represented has achieved its target and knocked the total DNAs for the month from 100 to 17.

We now have a new service from SUVERA where patients can sign up to having their blood pressure and Cholesterol managed by a new company to support practices, any complications are then refered back to GP. ideal for patients who dont want to come into surgery for health checks (workers) BP done by patient and cholesterol blood forms are sent to patient if and when needed. It was noted that patients suffering from Diabetes or COPD are not suitable for this service

we now have a new service called Pharmacy 1st, where they are able to prescribe for symptoms for

EARACHE

URINARY TRACTS IN WOMEN

SHINGLES

SINUSITIS

INFECTED INSECT BITES

The New Facility at Leigh Infirmary will be completed by the end of November and will accommodate

Phleghotomy

Cardiology

MRI

CT

Nucleus

Breast Surgery

Respiratory

It was noted that the Carpark at Leigh Infirmary was not deemed adequate as more staff and patients are now needed with the new build.

Project: Filling the Gaps, David Waterworth, Elizabeth Senior and Joanne Ellis Clarke are to form a small action committee to gather information. We are to book speakers from different organisations /charities to help. Action committee to collate information. Barry asked if a room off reception could be made available for counseling. timeline would be for April 2024.

AOB Michael Pollard asks why, when GPs request we book a repeat appointment with them do we have to go back to reception. We are then told by Receptionist that we would have to go on "Ask my GP"and request it there. only to find difficulties as you cant book it too soon, but if you dont book it ,find there is no appointments left. is there an easier way? Jane explained GPs have the facility to book while your with them. When you approach Reception they do not have the facily on their computers to book advance appointments.

NM Monday 19 February 2024 at 1pm. It was noted that some of our members are finding it difficult to get to the medical centre for 10 am. Jane suggested having the meeting in the afternoon.