

MINUTES FOR LEIGH SURGERY PATIENT PARTICIPATION
MEETING HELD ON WEDNESDAY 26TH MARCH 2025



INDIVIDUALS PRESENT:

Dr Pankaj Gupta: GP Partner

Mrs Joy Mickleburgh: Business Manager

Mrs Jackie Honour: Administrator - Minutes

Mr Steve Currell : Chairperson

Patient Representative: Hilary Le Marie, Christine Taitt, Norman Toulmin, Harriet Marks, Mike and Iris Ferne, Peter Durrant, Chris Tait, Kathy Hance, Louise Mendes

The meeting opened at 12:00pm and completed by 1.00pm

1. Thanks go to **SC** for acting Chairperson for this meeting. **SC** gave brief description of meeting guidance notes for all new members.

2. **Apologies:** Rebecca Faw, Susan Gates, Trevelyn Lazaro, Nigel Rosehill, Sharon Horsnell, John Meade, Robert Sanderson

3. **Meet-n-greet/introductions:** Welcome to Mike and Iris Ferne and to new member Pat Wood who will be a virtual member.

4. **Agree last meeting minutes:** Meeting minutes agreed by the group.

5. Actions from previous meeting:

(a) There is currently a member of staff being trained to take blood, once they have been trained, appointments will become available at the surgery for blood tests, we do not have a time frame for this yet. – **JM** advised a new person will be starting on the 30th May 2025 and will be working between 8am – 11am every Friday, booking via the reception.

(b) The PPG terms of reference will be drawn up and circulated before the next meeting (action). - It was agreed that an email will be distributed to all members present to sign a copy and return to the surgery by the next PPG Meeting (action) **JH** to send email. – **JH** advised email sent to all PPG members but have received very little response. She will check on the replies she has received and resend the email with the 2 attachments for members to sign and return either by email or into the surgery. **JH (action).**

(c) **Jackie H.** - Suggest we have name tags, so everyone knows who is talking. This will help me when I am taking the minutes, to add the person's name to the notes. - Name tags agreed by group - **JH** has provided.

(d) **Susan G (not present at meeting)** - When in the waiting room you can often hear the conversations in the Doctor's room. A suggestion would be to swap the current reception room and waiting rooms this would also be good for staff who would be nearer the Doctor and give them more space too. **JM** - advised too much work involved, although will speak to the Doctor and see if extra insulation between his and the waiting room – **JM** advised she will be speaking to the maintenance man to see if he can do something to improve and explore the possibilities – **JM (action).**

(e) **Kate H** - Can there be a sign for saying Please ask Receptionist if you wish to have a private conversation. Patient will be taken to a separate area speak privately. **JH** a poster was created. The group discussed this poster needs to be clearer and concise. **JH** to do another poster (**action**).

6. Surgery Items to raise/discuss:

(a) **Joy M.** – We continuing to update the practice and making improvements although mindful of budgets and resources.

(b) **Joy M.** – From 31st March 2025 the surgery will have MSK practitioner (musculoskeletal specialist) so if you ring the surgery and say you have a joint, bone or back pain or problem, the receptionist can book you an appointment with this will practitioner. They can refer you for a Xray, MRI which will free up more doctor's appointments.

7. PPG items already submitted for discussion:

(a) **Trevelyn L (not present at meeting)** : With the latest government announcement of the closure of NHS England. What effect will this have on GP services in the short and long term. – **JM** early days and not much has been announced although the day it was announced they have said they are reduced their spending by 50 percent of the ICB staff who we work very closely with, there will be redundancies. We are sure there will be changes but we are not be affected at the moment. We have not been told any more at this stage (**ongoing**).

(b) **Steve C** – Please see the attached page article recently printed in the echo-newspaper - can this be put on the PPG agenda please and the doctor or someone update us on how the new system will work at our surgery. – **JM** this is mainly be for the bigger surgeries as they have more than one doctor and more resources. This would probably not be affective practice for the small surgeries.

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Dr G – advised this surgery will probably not be asked to be included in the Total Triage system because it would not work in practice, although we will have to wait to see if we are being asked to introduce it (**ongoing**).

8. AOB

(a) Chris T. – Asked about how many appointments or there available as by time you get through on the phone queuing system all the appointments are gone – **JM.** – about 50% of the appointments are pre bookable. If you ring up and all that days' appointment have gone, you can take a future pre bookable. You can book a future appointment if you manage to get an appointment in a few days' time you can cancel the pre booked appointment. Monday and Tuesdays are particularly busy but Wed- Fri there are more appointments.

(b) Mike F. – Asked is there any more local Blood groups to have your blood taken – **JM.** some of the local surgeries have decided to close to outside patients although we will have our own sessions in the surgery from the 30th May.

(c) Chris T. - Asked is there any senior annual skin check – **JM.** – there is no standard checks only the senior health check but that's not specific for skin. If you wanted a detailed skin check you would either have to book a private dermatology appointment. Other see a doctor if you noticed something he would warrant a referral to dermatology.

9. Date/time and Chairperson for next meeting: Next meeting Wednesday 11th June 2025 @ 12:00
SC to chair next meeting.