

Patient Participation Group Meeting

12th March 2025

Minutes

Item Number:	Description:
1.0	Welcome & Introductions
2.0	<i>Gentle Yoga Exercise Health & Wellbeing</i> – Yoga Instructor led a 10 minute session on how yoga isn't all about being flexible but also helping clear your mind. She demonstrated a few chair movements that anyone can do that help with posture and keeping your mind sharp.
3.0	MSK & Physio Speaker – Spoke about the different options if you book in with them rather than a GP. They have qualified in all aspects of MSK issues and are trained in other areas other than musculoskeletal. For example if you go in with a bad back but it could be kidney related they can refer you back to your GP. They can also refer onto orthopaedics/rheumatology. They can request x-rays and any other appropriate imaging.
4.0	Patient Survey / FFT – Spoke about how we have been getting good feedback following a push on the survey forms from all across the practice and not just clinicians. We want to see the admin staff be recognised and not just the clinician. The PPG members agreed with this. We are going to be giving forms out to patients while they wait and some questions can be answered before they get into the room.
5.0	New services updates. Spoke about the new pain service which is a 10 weeks course. We have also got face to face appointments now with mental health practitioners. We have also got health and wellbeing coaches to help with things like social prescribing etc.
6.0	Access improvement for patients. Spoke about patient partner and how it has massively improved our service. It is only available for GP's at the minute as a trial but it is working really well. Also spoke about the google review sign where you just put your phone to it and it goes straight to it to be able to leave a review online. The facebook page is up and running a but more efficiently now than what it has been over the last few years.
7.0	Plans for the year - 2025 NHS Future Leaders Awards due to success of last year. We spoke about the topic we are going to do this year and one which everyone was onboard with was about mental health in young people. We have so many come through our doors to practice and with exams coming up etc thought it would be a good one to go with. Mentioned if anyone goes away and then has an idea to just drop us a message and let us know. We need to get this up and running by mid April latest due to schools finishing in June time.
8.0	Success suspect cancer clinic - seen over 2000 patients and not a single cancer picked up/varicose vein clinic - one of their kind. Spoke about this and how it is a very successful clinic. A few patients have been to it and they said it was a very good clinic to have.
9.0	Health and Wellbeing Café – this will take place on Friday 21 March and we encouraged the PPG members to attend to support it if they are able.
10.0	All in all was a good PPG meeting.
11.0	

Next meeting due June/July time