

PATIENT PARTICIPATION GROUP

MINUTES OF MEETING 12.08.2025

Points raised

It was lovely to see you all again.

From the 1st of October we will be encouraging patients to use a service called **PATCHS**, which is an online form that needs to be completed by the patient explaining their problems/symptoms, so that the practice can then triage for appointments/advice.

Patients will have the facility to use **PATCHS** in the hours that we are open as well as the **phone and walk in option**. I hope that this answers some of the patients concerns at the meeting.

PATCHS will also be used for administration queries, and these will be dealt with initially by the admin/reception team. The GP's will triage the PATCHS and will decide which patients need to be seen and these patients will be given an appointment, or they will get in touch with the patient with advice etc.

The patients at the meeting expressed concerns regarding the elderly and the handicapped patients using this system. I did explain that the reception team will be at hand to help these people access PATCHS. The patients have asked if a room can be set aside for this regarding confidentiality reasons, as patients would be giving details of their illness etc over in order for reception to add them to PATCHS. They all felt that there is a problem with confidentiality in reception due to the glass screen and patients having to shout to be heard and this can all be heard in the waiting room. They were asking if this could be rectified in some way? I will bring these concerns to the Practice Manager and the GP Partners.

The NHS app is soon to be putting on patients smear results that are normal. No abnormal smear results will be put on the NHS App

The patient group expressed that they are all pleased with the NHS app. We do encourage patients to use this app.

We will be starting our flu clinics in October. There will be two Saturday morning clinics to begin with Saturday 4th and 18th of October 9 am to 1 pm.

We have started this year to invite patients for their diabetic, COPD and asthma reviews by their birth month. If your birth month has already passed between April and now, please phone and book in for your reviews, regardless of when you had them last year (April 2024 to March 2025).

We have been sending out leaflets regarding medicine waste, advising patients not to over order. Patients brought up occurrences from our side of medicine waste such as ordering items not requested. I will mention to our Practice Manager medication waste from our side to be discussed at our staff meeting.

We have two new nurses at our practice Emma and Patricia. Welcome to you both. Both nurses are having training for COPD, asthma, diabetes, smears etc. They can at present do BP, blood tests, dressings, removal of stiches. Please be patient whilst our nurses are trained. Kay is here to see patients for disease management. Kirsty will be coming back in September for a short while to help with this also.

It was decided to meet again in October after the initial start of the PATCHS

Once again, many thanks for your support and ideas and for your time which is much appreciated.

