

## **PATIENT PARTICIPATION GROUP**

### **MINUTES OF MEETING 20.10.2025**

#### **Points raised**

It was lovely to see you all again.

It was decided at the last meeting to meet up again in October to see how PATCHS had been going.

PATCHS is an online route for patients to get an appointment, put a prescription in or any administration queries.

We decided to block off 10 of our appointments each day for PATCHS. Over the last few weeks, it has been evident that these appointments were not being utilised. We now only block off five appointments each day. This will be closely monitored and changed if needed.

There was concern at the last meeting regarding the elderly and patients with Learning difficulties not being able to use PATCHS. Please be aware that patients can still request phone consultations, face to face appointments over the phone. PATCHS is just another means of patients being able to access the appointments.

It was discussed at the last meeting about medicine waste. I had sent out a text message to all patients registered with a mobile phone about medicine waste, urging patients not to overorder. It was raised at the patients meeting that often they had only ordered part of their script but had then been given a full script. GP's had left old items on their regular script also. Karen the practice manager has mentioned this to all concerned. Patients often come to the surgery and request a prescription from the front desk, instead now the reception team will hand the patients a prescription request slip for them to fill in and this should cut down on some of the errors. Where possible reception team will do the ordering of prescriptions from the admin room at the back of the surgery. GP's will take care to remove all unwanted prescription items.

We chatted about the flu vaccinations. Please book your flu appointment or decline to have the flu. Covid vaccines are available to those over the age of 75 or who are immunosuppressed. The vaccine will be given at the Birkenhead Medical Building.

We will meet again in December.



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