

ARTHINGTON MEDICAL CENTRE

Patient Participation Group

Meeting Minutes

DATE	19 th November 2024
TIME	12.30pm
PRESENT – Staff	JK, MS, SR, AJ, SR, DT, CC, ED & LC
PRESENT – Patient	4 attended, 12 invited, due to adverse weather conditions 8 people cancelled. <i>For confidentiality reasons patients names will not be shown on the minutes.</i>
Minutes taken by:	LC

Welcomed everyone to the meeting. Refreshments were given to all attendees.

1. All attendees were shown fire exits.
2. Register was completed along with confidentiality form.

ITEMS DISCUSSED

All staff introduced themselves and explained a little bit about their job roles.

PATCHS -The introduction of Patches. Explained this will take place once a week to start with. Staff will be on hand to help any older/vulnerable patients who may struggle with these changes. It will be a gp who triages these patches request not reception as it was said that some patients don't like to explain what their symptoms are to the reception staff. A gp will signpost them to the appropriate service i.e. pharmacist, physio or make a gp appointment.

MEDICATION- Patients feel like they are trying to take medication from them such as paracetamol etc. SR explained if any patients needed this for any pain condition they would be issued with it and explained how much they cost the NHS.

PHYSIO-Explained they work for PCN one of patients was sent to St George's and back here for the same thing, need more consistency regarding the referral process especially if patient is requiring some kind of aide.

PHONES/BOOKING APPOINTMENTS-Good feedback, always gets answered and get appointments, used to be none available at 8.05 now more clinical staff more appointments available. Good feedback regarding reception staff.

NHS APP-Explained and shown attendees how to download the app and explained the benefits of having this app, letters from hospital are available to view, order prescriptions etc.

NOMINATING A LEAD- Due to low attendance at the meeting we would nominate a lead PPG in the next meeting.

ANY OTHER BUSINESS- Obtained email addresses as a follow up email will be sent to all members in the PPG requesting points/topics they would like to discuss in the next meeting.

The next meeting will on Tuesday 21st January 2025.