

# Ilex View PPG Meeting

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*Date: 02.05.2024 Time:11:00am Location: Meeting Room*

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**Invited:** Neil Crawshaw, Janet Birkins, Douglas Holbrook, Amy Tattersall, Margaret Barnsley, Debra Shannon- Wallace

**Attended:** Neil Crawshaw, Janet Birkins, Douglas Holbrook, Amy Tattersall, Margaret Barnsley, Emma Birch (Care-Coordinator)

## **Topic 1: Welcome and Practice Update – Amy**

Amy advised that Vicky the new practice nurse will be joining in the next few weeks, this will create more practice nurse appointments, cutting down on wait times for patients. Amy also advised that the practice had started with the roll out of the spring covid boosters – there are only 700 eligible patients at the practice, so we are hoping to get these done quickly.

## **Topic 2: LMC Report – Doug**

Following on from the last PPG meeting Doug tried to contact the local MP Jake Berry in regard to the LMC Report, he found it difficult to have a meeting with the MP however managed to have a telephone call expressing his concern to Jake Berry regarding the report. Doug further asked Jake Berry to take the report to the medical secretary at the house of commons regarding the funding in general practice. As from the document it shows that 10 out of 227 practices in Lancashire and south Cumbria could potentially close soon due to lack of income. Amy added that this could have a huge impact on other surgeries as we personally would struggle to accept a sudden influx of patients due to limited space in the practice for clinicians.

## **Topic 3: Patient Survey – Margaret**

Margaret kindly collated all the information we were provided by the patient surveys. Margaret stated that the main complaint in the surveys was appointments, patients stated that they prefer face to face appointments. Amy commented that it is hard to often find a balance of types of appointments to offer patients as we have had feedback that patients often request telephone consultations as they are often unable to come down to the surgery due to other commitments such as work. It was asked whether we would be able to have a clinician doing solely telephone consultations and triaging from home. Amy explained that although this may need to be done at some point due to lack of rooms in the practice, that also this can create further problems. As for an example when a patient is triaged over the phone if this patient needs to have a face-to-face assessment on that same day, the clinician will have to rely on someone else to examine the patient.

Margaret also reported that there were some positive comments regarding the reception team always smiling and friendly. That the patients also prefer the new telephone booking system and one patient commented that Ilex is “the best across Rawtenstall”.

**Topic 4: Dementia Project update – Janet**

Janet had no update this month due to health reasons, asked if Amy could restock leaflets like she had done last time.

**Topic 5: AOB**

Neil suggested that minutes from the PPG go on the website to make patients more aware of what is discussed and happens in PPG meetings. It was then discussed on any other ways of recruiting new members in to the PPG.

Next meeting date – 5<sup>th</sup> September 2024 11am – Meeting room.