PPG Minutes

Monday 13TH January 2025

15.00

Ballards Walk Surgery

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| Attendee |  | Organisation |
| Jackie Mellia | PM | Ballards Walk Surgery |
| Karen Gooding |  | PPG |
| Gill Hooker |  | PPG |
| Eileen McCarthy |  | PPG |
| Franco Korosec |  | PPG |
| Pamela Korosec |  | PPG |
| Debbie Cook |  | PPG |

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| Apologies sent |  | Organisation |
| No Apologies |  |  |

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| Agenda  Item No | Minutes |
|  | **Welcome and Apologies**  Introductions went around the table. Apologies were given as above. |
|  | **Agreement of Minutes and Matters arising**  No actions |
| 1 | **Introductions** |
| 2 | **Communications between the group**  The group are happy to keep communications via email for the present time. |
| 3 | **Winter 2024**  We have started adding extra rotas with extra appointments on in our busier days we will continue to do this up to March 2025. Currently the practice is very busy. |
| 4 | **Triage and care navigation of patients.**  The practice will continue to care navigate each call, to ensure patients are being booked in with the correct clinician and if it is an emergency the appt is highlighted to ensure a quick response.  The care navigation not only happens within the practice it is also to navigate care to pharmacys for over the counter medication, dentists, opticians, mental health etc. |
| 5 | **Weight Loss**  We are calling patients with a BMI over 30 to discuss being referred to a weight loss service. There are many services to be referred into with Diet Plans, Exercise and Counselling. |
| 6 | **New Telephone System**  Our new telephone system is proving popular and is working well for both the patients and the practice.  Patients are particularly liking the call back service.  The phone data is being monitored weekly and changes being made where appropriate. |
| 7 | **NHS Campaign Stands**  We are looking to start up the weekly/monthly NHS campaigns again. We did do these pre covid. We have a large number of patients attending the practice now so the campaigns will be see by lots of the patients.  i.e. Dry January  World Cancer Day |
| 8 | Any other business  **National Association of Patient Participation**  There is a national association of patient participation. We will look at what the association advises.  **Next Meeting**  **07/04/2025** |