

**PATIENT PARTICIPATION GROUP MEETING**

**Date:** Wednesday 11TH June 2025 10:30am-11:30am at Birkby health centre

**Agenda**

10:30am: Introduction and apologies

10:40am: Practice recruitment, GP/clinicians and non-clinical roles

10:50am: clinics/services offered at the practice and Greenwood PCN

11:05am: PPG feedback- what is working well, what could work better?

11:15am: Recruitment of PPG members

11:20am: AOB/feedback

11:30am: End

Present: Dr Khaliq, Afeera Aleem, Ken Smith, Olwen Craib, Fazal Khan, Margaret Sykes, Sally Shaw, Ilyas Akhtar and representative

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| Item | Discussion | Actions |
| Introduction and apologies | All present | n/a |
| Practice recruitment, GP/clinicians and non-clinical roles | Stable, 2 male GPs in place last 2 years, stable workforce, no significant changes  Yearly trainee pharmacists  PCN staff- Dr Salem (f) clinical pharmacist (m)  Admin team- stable, recruited apprentice  Long standing workforce | n/a |
| clinics/services offered at the practice and Greenwood PCN | Dr SK discussed- AM and PM GP sessions offered  Nursing clinic  Clinical pharmacist clinic and medication queries  Baby clinics, NHS health checks, well man and well woman checks  Manager also clinical-on call  Utilisation of PATCHS for clinical and non-clinical requests  IA- finds PATCHS very useful, can get response on the same day or within 24 hours, uses for all his family  Dr SK discussed PEARS scheme, pharmacy first-making PPG members aware of other services available in the area | Encourage PATCHS uptake  Send SMS to patients with PATCHS link- actioned on 11th June 2025  PPG members in agreement to encourage PATCHS use |
| PPG feedback- what is working well, what could work better? | IA- access has been the best ever, no faults, very happy with services offered and the team  MS- very happy, no issues, commending admin team  FK-happy to be present,  OC-no negatives, lucky to be at this practice, ECG monitoring for her medications, appreciates all the hard work admin team do, by being the face of the practice all day  KS-generally fine, good to know phlebotomy service at the practice  SS-happy to be here, no issues with the practice | Welcomed feedback |
| Recruitment of PPG members | AA discussed trying to recruit 1-2 more patients for PPG to have an even wider representation, PPG members happy with how the group is at present | Display PPG invite in waiting room |
| AOB/feedback | SS has had issues with her medication from a local pharmacy  Dr SK advised SS to discuss with the pharmacy, could be a supplier issue, SS will speak to the local pharmacy | n/a |
| END | AA advised PPG members can meet more frequently if they would like to  Next meeting provisionally January 2026 -AA to send out details close to the time | n/a |