

**Notes of the Patient Participation Group AGM & Meeting**

**Tuesday 4th July 2023 in Community Room, St. Luke’s Church**

There were 17 members present and 3 apologies

**Annual General Meeting** – Stephen Tatton was appointed as the new Chair of the group, David Graham and Bas Pickering were reappointed as Deputy Chair and Secretary respectively.

**Meeting**

Discussion took place on Leek Pharmacy and their support for patients and some problems that an individual member had experienced. This problem was resolved subsequent to the meeting.

We were also introduced to one of the new owners, a Pharmacist, of Fountain Street Pharmacy and Park Pharmacy. He explained that they were not part of any national group and were contracted by the NHS. He explained there current opening hours and their aim to match their opening hours to the Extended Access hours in leek including Saturday morning opening in due course.

**Practice update** – the Improvement grant submission to NHS for an automatic door for the side wheelchair access had been made.

The appointment system now issues reports including DNA’s (Patients who fail to attend appointments). In June 103 patients failed to attend out of the 3950 appointments available i.e. 2.6%. This information will be monitored by PPG/ Practice with a view to seeking ways to reduce the loss of access to patients.

Two new Registrar GP’s will be joining the Practice in August as part of their training and development to become GP’s – Dr Currie and Dr Shakeer.

**Patient Survey**- the sub group in conjunction with display group are developing display information for the Waiting Room and the Communication subgroup are developing a newsletter to update patients.

**Patient Locality Group** – next meeting 18th July and our PPG will have two news representatives at the meeting S Tatton and B Armstrong. Some concern was expressed that one or two of the PPG’s in the group were struggling to operate.

**Next meeting of the group is at 10.00am on Tuesday 5th September 2023 – in the Coach House. Patients welcome to attend**