



Item	Description
1.	<p>In attendance: TW, AB, SC, JH, VC, BLR</p> <p>Group welcomed Brandon (BLR), new member of the group to the meeting.</p>
	<p>Apologies: SD, FM, PS, FK, DS, CB</p>
2.	<p><u>Review of actions from last meeting</u></p> <ul style="list-style-type: none"> AB to invite Pharmacy representative to discuss with group recent increased timeframe for prescription processing. AB informed the group that she sadly had not received any response from the area manager for pharmacy and therefore it was agreed to send another inviting them to the next meeting. – update 20.05.2025: group informed AB that the timeframe has now imported and therefore all agreed to mark this action as complete. Group to consider topics of interests so that guests' speakers can be invited to the meetings again. – to be kept on the agenda. TW volunteered to complete "accessibility walk around" all 3 sites and provide his findings to the group. Practice to re-introduce DNA policy- policy was re-introduced back in March with numbers of DNAs falling since re-introduction. Action completed.
3.	<p><u>Practice Update</u></p> <p><u>PCN, ICB and National updates</u></p> <ul style="list-style-type: none"> NHSE- no further information on the exact replacement of NHSE or further details known ICB's– requested to cut 40% of expenditure/ infrastructure in next financial year, which will have impact on practices Introduction of neighbourhood working -whereby practices are asked to work locally with other healthcare organisations to provide care to populations locally/ "close to home". This is still in early stages and is lead by Erewash PCN. <p><u>Service/Practice Updates:</u></p> <p>Telephone access and call back facility survey – please see enclosed full results</p> <p>Health initiatives- practice met with Sports England who are looking at rolling our program at KH to get more people involved in physical activity. We are hoping to be able to share further information soon via our newsletter.</p> <p>Nordic Walking- staff took part in Nordic Walking as part of wellbeing session and with aim to gain more insight into activity and be able to encourage patients to take p this activity.</p>

	<p>Works at OSS- practice has been awarded funding to reconfigure existing premises to increase clinical capacity. This will be achieved by creating new admin hot desking area for clinicians to complete admin related work, thus freeing up clinical space.</p> <p>New recall process for medication reviews- in April practice have implemented new recall system for patients on regular medication; the main aim is to standardise our approach (review linked to birth month) , reduce amount of appointment for patients as well as offer those who are well controlled option of not attending an appointment at all but for their medication to be reviewed without them in a "virtual clinic".</p> <p>Meeting with Adam Thompson MP- scheduled for July 24th between 14.00-16.00 will give opportunity for staff and anyone willing to join from the group to meet and discuss current issues faced by practice staff and patients and the state of GP practices locally.</p> <p>Staff updates- No changes since last meeting.</p>
4.	<p>AOB and date of next meeting:</p> <p>Continuation of Care and offer of f2f appointments- VC discussed difficulty in obtaining f2f appointment with preferred GP over the course of treatment and ask for clarification on current processes and f2f appointment was not an option offered to her.</p> <p>AB and SC explained that each patient should be offered an option of either telephone consultation and/or face to face and will remind reception team of this. Although practice's preferred method would be to see all patients in person in the practice, for a number of patients option of telephone consultation is still preferred method and therefore still offered.</p> <p>Communication about blood results- query arose with regards to practice communicating normal blood test results to patients. AB explained that practice does not routinely contact patients to inform them of normal blood results and patients are asked to contact surgery either via phone or website to obtain these; alternatively, these are visible to view via NHS app. This is to allow clinicians to concentrate on abnormal results and patients who need further treatment as an outcome of their blood test.</p> <p>Active Erewash- BLR brought to group's attention previous events on offer via Active Erewash which BLR found useful. AB and SC will look at any events currently on offer , if any and to advertise these to wider patient's population.</p> <p style="text-align: center;">Date of next meeting-</p> <p>PPG members were encouraged to attend meeting with MP Adam Thompson on 24th July 2025 at 14:00 at Old Station surgery (please confirm your attendance)</p> <p>Proposed Date for PPG Members meeting- 9th Sept at 18.00 at Heanor Road.</p>

