

Summary Points from Practice

PPG Meeting

Monday 20th April 2026

Welcomes & Apologies for members unable to attend – Graham Archer

Welcomed new member: Shirley Molder

Attendance Record – Separate available on request

Agenda attached with additions of AOB

Services & Contracts

- Advised awaiting of new contracts from ICB for 2026 - 2027
- Explained regarding Treatment Room Services – LSCFT = Lancashire Care Foundation Trust responsible for service provision
- Practice continues to be responsible for provision of Phlebotomy services & Foot screening as had done for 2025 – 2026 and staff upskilled and recruited to provide capacity

SYSTEMS

Community Pharmacies & Medication

- Discussed Pharmacy / medication issues as highlighted from PPG member– explained practice responsibilities to provide prescription however patients responsible for nomination of patient choice for pharmacy and pharmacy responsibility to communicate with patient re stock availability
- Practice explained can ask for token to allow them to take their prescription to another pharmacy of choice to arrange medication
- Medicine Shortages are cascaded to clinicians from alerts the practice receives

Feedback that triage forms are convenient and allow greater patient detail in advance for clinician to review and triage appropriately

Explained that anyone calling via telephone or in person is still required to gather the same information via the triage form, so patients are not advantaged or disadvantaged in any way as the Patient services team assist with completion

ESTATES

Significant discussion around concerns of lack of communication from practice to patients regarding the fence reinstatement by NHS Property Services both for when was going to happen and what was reasoning behind

PPG members informed that they had contacted NHSPS & ICB themselves and had been informed that was at practice request

Practice apologised that PPG felt anger and disappointment in practice however clarified that NHSPS had actioned because of a request for support from NHS PS to

maintain the car park for security & antisocial behaviour including littering out of hours and misuse of car parking spaces by local business users / workers including a request from the practice for clearer defined spaces – disabled markings / parent & child spaces & also hatched areas to allow for emergency vehicle parking

- In response NHSPS previously installed barrier which had reduced out of hours littering significantly by preventing car park use out of surgery hours
- In response NHSPS reviewed the business boundary areas and observed car park usage whilst providing white lining for car park spaces and made decision to reinstate boundary fencing – blocking unauthorised access point
- Practice confirmed aware that NHS PS were intending to carry out the above but were not given specific time frames
- Practice confirmed that as tenants would not be taking on the liability of requesting an unauthorised access point to be opened and have since been asked by NHSPS to make no further comments and direct any concerns back to NHSPS

PATIENT GROUP FEEDBACK

Frustration from PPG member that didn't feel as though the PPG had any direction / leadership or purpose and waste of time.

Practice explained that without volunteers from the Patient Participation Group that they can continue to bring representation from the practice however due to current workloads and commitments were unable to take ownership of the patient group but will continue to bring ideas and information forward

Expression of interest was asked for Chairperson / Secretary but no volunteers therefore Practice will provide their own summary points but not formal minutes of meeting due to staff capacity- taken up in practice

POST MEETING – suggestion that all members take a turn in chairing the meeting – to put to all next meeting

Spring Covid Vaccination programme underway and plans to hold weekend seasonal vaccination clinics in Autumn were underway subject to staff availability outside of core contracted hours – alternative is that all clinics will be held during core opening hours

Feedback that was very successful with one way system in place – very slick and operated well

Practice informed that AAA screening was underway still along with lung cancer screening

Patient Safety – JRL completed Patient Safety Training

Wellbeing - Summer strolls will continue although we have had poor uptake on our patients attending.

PPG Members - Discussion regarding new younger members, but no uptake, questioned if meeting could take place at different times e.g. evenings. although had tried various times in the past, due to peoples personal, working commitments this was not always possible.

Meeting Closed time and date for next meeting confirmed 22nd July 2026 @ 1pm
Training hub coming to discuss for Patient Volunteers