



The  
**Chorley  
Surgery**



# Minutes

## Patient Participation Group Meeting Minutes 18<sup>th</sup> August 2021 Via Zoom

**Attendees:** Dr Jyotsna Magapu – GP Partner at The Chorley Surgery **JM**  
 Michelle Brisco – Practice Manager at The Chorley Surgery **MB**  
 Ann Jolly – Patient representative **AJ**  
 Susan Smith – Patient representative **SS**  
 Mary-Clare Lucas – Patient representative - **MCL**  
 Tricia Bradley – PPG Chair **TB**  
 Maureen Clitheroe – Patient representative **MC**  
 Mary Hargreaves – Patient represent **MH**  
 Melanie Nicholas – Patient representative **MN**  
 Neil Aspinall - Patient representative **NA**  
 Norman Allen – Patient representative **NMA**

### Apologies:

| AGENDA ITEM |   | ACTIONS  |
|-------------|---|----------|
| 1.          | <b>Introductions – all members introduced themselves –</b><br><br>The following notes are a summarised view of discussions undertaken at the meeting.   |          |
| 2.          | <b>Minutes from last meeting held on 10<sup>th</sup> April 2019</b><br><br>Minutes approved   | APPROVED |
| 3.          | <b>Declarations of interest – none declared</b>   |          |
| 4.          | <b>Actions from last meeting</b> <ul style="list-style-type: none"> <li>• <b>Vice Chair role</b> - <b>NA</b> has now very kindly volunteered his services for the role of Vice Chairman . <b>MB</b> seconded this proposal. <b>NA</b> is now Vice Chairman for The Chorley Surgery</li> <li>• <b>Setting Own agenda – MB</b> has now changed the layout of</li> </ul> |          |

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|  | <p>the agenda to include separate sections ‘for decisions’ and ‘for information’</p> <ul style="list-style-type: none"> <li>• <b>Patient Educational Sessions</b> – due to Covid19 and lockdown the surgery has been unable begin the role out of these sessions. Once it is safe to do so, this will be introduced</li> <li>• <b>Blood tests</b> – the website has information available to our patients on accessing their medical records to view test results</li> <li>• <b>PPG Notice board</b> – this is now up in the reception area of the surgery. Information will be updated as and when required. Chairman also encouraged to take a part with managing the board</li> <li>• <b>Car Park</b> – the car park cameras have been out of use during the lockdown period, however these are now up and running once again. Patients are still able to access parking at the surgery for 1 hour free of charge. All advised that due to the new appointment system now in place that it would be extremely unlikely for patients to be onsite for any longer than this time, however if there should be an issue with a parking fine, and this was not the patient’s fault then this should be brought to the attention on the management team to address.</li> </ul> | <p>Actioned by<br/><b>MB.</b></p> |
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| <p><b>5.</b></p> | <p><b>Items for decision</b></p> <p><b>PPG Policy</b></p> <p>The Patient Participation Policy has now been approved by all those present. It was agreed that a Quorum should be in attendance to approve any decisions. A further copy of this document is to be forwarded to all members of the PPG</p> | <p><b>MB to action</b></p> |
| <p><b>6.</b></p> | <p><b>Changes to the appointment system and waiting areas</b></p> <p>JM and MB discussed the changes to The Chorley Surgery appointment system and waiting areas. Patient preference us always taken into consideration and the surgery will be as flexible as</p>                                       |                            |

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|           | <p>possible. Both telephone and face to face consultations are now available for our patients, it was advised that due to the current high prevalence of Covid-19, where possible we would encourage remote consultations (telephone or video). This will minimise risk to both patients and staff. With the autumn season fast approaching, it is advised that if patients do have a cough/cold/runny nose we would always suggest that a PCR test before attending the surgery.</p> <p>Social distancing still remains in place at the surgery and wearing face covering/masks is mandatory for all patients and staff. We now have 2 waiting rooms available for patients attending for a face to face appointment, so that they can maintain the 2-metre rule.</p>  |   |
| <p>7.</p> | <p><b>Any Other Business (AOB)</b></p> <p><b>Contacting Phlebotomy services at Chorley &amp; Royal Preston Hospital</b></p> <p><b>NA</b> advised of issues contacting the Phlebotomy services at Chorley &amp; Royal Preston Hospitals. He advised of calls not being answered and general issues with being unable to get through to book in for an appointment. <b>MB</b> to contact this service to confirm numbers and best times for patients to contact them and to feedback patient experiences of issues. <b>MB</b> to also update information onto Facebook and Website.</p> <p><b>Audiology Services</b></p> <p>Walk in Audio services are currently suspended. Do patients need to be referred into this service? Advised that we have no formal information about this service at present. However, patients can access Audio services via most high street Opticians. Members advised to contact their Optician for further information</p> <p><b>Covid-19 Booster vaccination</b></p> <p><b>MB</b> was asked if the surgery will be delivering this service. Advised that plans are currently being finalised and once we know more patients will be informed</p> <p><b>Isolating if attending secondary care for a procedure</b></p> <p><b>NMA</b> asked if this is a requirement at Chorley Hospital as he is aware that some hospital request this and others do not. <b>JM</b> advised that the risk and prevalence of covid19 is different in each</p> | <p><b>MB to check contact numbers and place info onto FB and WS</b></p> |

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|  | <p>area, therefore it would be advisable to contact PALS at the hospital who will be able to help further</p> <p><b>Patient Newsletter</b><br/><b>MN</b> asked if the patient newsletters would be re-introduced as she finds these very informative. <b>MB</b> advised that these would and that an Autumn/Winter issue would be arranged in due course</p> <p><b>PPG Board</b><br/><b>NA</b> asked if the PPG board could have information advising patients on their benefits entitlements, grants or schemes that available for those who are struggling. <b>JM</b> explained the role of the Social Prescriber and that their board in the waiting room would be a good place to put this information</p> | <p><b>MB to action</b></p> <p><b>.MB to speak with Social Prescribers about literature available and add to Social prescribers board</b></p> |
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**Date and time of next meeting:** Feb 2022

**Venue:** Via Zoom