**Mansion House Medical Practice**

**Patient Participation Group**

**Meeting minutes Wednesday 4th October 2023**

Attendance;

Luise Leech Chair

Anita Wilkinson Practice Manager

Peter Brown

Carole Younger Deputy Chair

Sue Graham

1. There were apologies for absence from Kathy, Alan, Trevor and Graham. Luise welcomed the members to the meeting.
2. The minutes from the meeting of 17th August 2023 were read and discussed and agreed to be correct.
3. Discussion on Comms Plan and agreement reached on responsibilities and recording of actions.

Anita agreed responsibility for 1, 2 & 4 ongoing surgery strategy and improvement.

Anita also agreed to work with Patient Group to enable appropriate actions.

Secretary to ensure review of plan to be recorded annually in PPG minutes.

Access to booking via prescription line was discussed and Carole explained some difficulty, she had experienced when using the prescription line. Anita informed meeting that appointments and prescriptions should be requested via surgery telephone number.

Anita went on to explain that the surgery now has three Advanced Nurse Practitioners which enables provision of more face to face and telephone appointments per day. There is also enhanced access to clinics provided at the Lowther Medical Centre. The group welcomed the improvements and asked that Anita pass on their gratitude for the very high level of service provided by all Mansion House staff. Some members reported receiving excellent feedback from the community for all staff including GP’s, Nurses and administration.

There was again brief discussion with regard to online/virtual meetings especially during winter months however no decision reached.

1. Sue and Luise provided feedback from the Copeland PPG Forum.

Ami Hall PCN Clinical Lead informed the group that;

The Same Day Health Centre at West Cumberland Hospital has now closed, because of lack of GP cover. The service is now provided at Queen Street and is called the Access Clinic. There are 3 GP clinics offering 40 appointments plus nursing appointments. The PCN is trying to get more availability for patients. The Physio and Learning Disability practitioners are also based at Queen Street.

Minutes from the Copeland Meeting will be provided to Anita and published on Mansion House web site.

1. Actions.
2. Deputy Chair to send amended Comms Plan to all group members.
3. Secretary to send minutes of Copeland PPG Forum to Anita for inclusion on Surgery web site.
4. Secretary to schedule review of Communications Plan annually and include on Agenda.

Next meeting will be on Thursday 23rd November 2023 at 16:00 hours, meeting ended.

Actions

1. Anita to lead on communication from PPG with Carol Younger to represent PPG sub group

2. Secretary to ensure review of Plan is scheduled in agenda on annually

3. Secretary to send copy of Copeland PPG Minutes to Anita for inclusion on Mansion House web site