**PPG meeting 23 April 2025**

**Minutes of the Meeting**

Attendees: 3 patients (3 apologies), Karen Taylor – Practice Manager, Dr James Cain, GP Partner, Hayley and Michaela PCN social prescribers

* Welcome and introductions.
* Presentation from Hayley and Michaela PCN social prescribers around their role and what they can offer to patients.
  + Contact details of PCN social prescribing team provided to PPG members so that they could request copies of the advertising poster for placement around Kippax and the villages
  + Details of Kippax Parish Council health awareness event, on Sat 15 July 2025, passed to PCN if they would like to have a presence to advertise their service.
* Review of patient survey results from inhouse survey carried out in February 2025.
  + Agreement that the feedback was excellent and that overall satisfaction within the practice remains high
  + This survey can be accessed all year round and cards are available at reception with details of how to access the survey
  + Questions arising around the NHS app to be looked into
    - Why all repeats do not show on the NHS App
    - Is it possible t o request acute items on the NHS App
    - How to be notified of new message on the NHS App
    - Are pts informed when test results are available on the NHS App
* Practice car park
  + Safety within the car park has increased significantly since the introduction of parking restrictions
  + Clarity was provided that the practice makes no money from the parking fines and that the camera’s etc were installed with no cost to the practice.
* Automated telephone system for ordering repeat prescriptions
  + Feedback was requested from the group on whether patients might be interested in being able to order repeat prescriptions using an automated telephone service rather than placing their counterfoil in the box in the surgery. The surgery does not currently accept repeat prescription requests over the telephone.
    - How many patients visit the surgery with their request because they are not confident with or do not like to use online services
    - How many patients prefer handing it in as they are already in the area shopping etc, and it provides some social contact
* Suggestions and feedback
  + How to increase the number of PPG members