

Patient Participation Group (PPG) Meeting Minutes

Date: Tuesday, 08 July 2025

Time: 16:30 – 17:30

Location: Fuel Community Café, 64-68 Westfield Street, St Helens

Chair: Harri Reade, Assistant Practice Manager

Attendees

- Harri Reade (Assistant Practice Manager, Chair)
- Dr Nuunyanggo (GP)
- Victoria (PCN Care Co-ordinator)
- Andrea (Social Prescriber, PCN)
- Jeanette (Medical Receptionist, minutes and attendance)
- Approximately 25–30 patients

Minutes

1. Welcome, Introductions & Apologies

Harri Reade welcomed everyone to the meeting and thanked the Fuel Café for hosting again. Introductions were made, and attendees were reminded that the session was being informally recorded for minute-taking purposes only. Jeanette circulated the sign-in sheet and confirmed attendance.

2. Approval of Previous Minutes

Jeanette had circulated the minutes of the April 2025 meeting prior to today. Attendees confirmed receipt and agreed they were accurate. No amendments were requested.

3. Practice Update

Harri provided several updates:

- No new information regarding new premises; the previous potential move to Millennium Centre has been cancelled.
- No complaints were discussed at this meeting due to time constraints; these will be covered next time.
- The practice has signed up to AccuRx Scribe and is awaiting a trial of the AI-powered transcription system.
- Dr Sethi and Dr Aru will be leaving at the end of the month and will be replaced by one ST3 GP trainee.
- Dr Nuunyanggo introduced herself and gave a brief summary of her professional interests, particularly in women's health.

4. PCN Update – Enhanced Access & Social Prescribing

Victoria gave an overview of the St Helens Central PCN and the additional roles it provides to practices, including:

- Mental Health Practitioner: supports patients with prescribing and signposting.
- Frailty Team: conducts home visits for housebound or care home patients.
- Care Co-ordinators: assist with managing appointments and healthcare navigation.
- Enhanced Access: evening (until 8pm) and Saturday appointments with GPs, ANPs, and pharmacists are available to Hall Street patients.

Andrea explained the role of the Social Prescribers, who support patients with non-medical needs such as loneliness, finances, domestic abuse, caring responsibilities, and housing. Social prescribing appointments can be in person or by phone, and drop-in clinics are held weekly at the PCN site (My House).

5. Patient Feedback & Questions

Patients were invited to ask questions and provide feedback throughout the session. Key topics discussed included:

- Pharmacy First service: appreciated by patients, though some confusion remains about when to use it.
- Communication with St Helens Wellbeing Service: suggestion to strengthen links between social prescribers and wider community services.
- Health checks: patients expressed interest in clearer information about routine health monitoring and services such as blood pressure checks and diabetes reviews.
- Group consultations: the practice has piloted these for Type 2 diabetics and may expand the approach.
- Desire for additional services such as podiatry and adapted exercise programs.

Several patients shared positive feedback and personal experiences, helping others understand service offerings.

6. Future Priorities & Updates

- Harri confirmed the website is being updated with staff bios and will include PPG minutes for future reference.
- Plans to offer Microsoft Teams as an option for future meetings.
- Continued interest in expanding patient engagement, offering educational sessions, and sharing useful local services (e.g., Victoria Park disability cycling).

7. Any Other Business

The group discussed opportunities for future collaboration and further suggestions for improvement.

Harri reiterated that the PPG can evolve based on what patients want it to become.

8. Close & Next Meeting

Harri thanked everyone for attending. Jeanette will circulate the minutes within two weeks. The next PPG meeting will be scheduled for October 2025. A date will be confirmed and sent via email.