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**Notes of PPG meeting held on Tuesday 6th June 2023**

There were 11 members present with 8 apologies

A new member Helen Robinson was welcomed to the group and three members described their personal backgrounds prior to joining PPG.

**Minutes of meeting 2nd May were approved**.

**Matters Arising** - It was reported that the complaint made regarding the cleanliness and facilities for Covid vaccinations at Milton Pharmacy had been actioned by the NHS and we had been assured that the necessary corrective action had been taken. It was reported that we now had two Pharmacies in Leek offering Covid vaccinations Leek Pharmacy and Fountain Street Pharmacy.

**Practice Report**- No staff changes

Improvements to Practice facilities are being explored along with accommodation for Primary Care Network specialist staff based at Practice.

**Patient Survey** – Practice have drawn up an excellent Action plan to address where possible the comments made by Patients in the Survey. The PPG are seeking to improve communications with patient and also seeking to encourage patients to make greater use of Online Prescribing and appointment booking by establishing working groups for both these initiatives.

Patient Locality Group – this is still operational but meets via the internet rather than face to face but are concerned that two practices in the group have a fully operational Patient Group. Every effort is being made to re-establish the PPG’s in these practices.

**Guest Speaker – Lianne Burton – Social Prescriber**

Lianne explained in detail the role that Social Prescribers perform with Patients who have worries and concerns which are not medically based but impinge on their general wellbeing. She explained that the Social Prescribers act as a signpost to the volunteer and statutory services where patients can get help and support. It may be to combat loneliness, help with finances, housing problems etc. She stated that normally approximately 12 to 15 patients are referred to her each month but in April this surged to some 44.

She outlined the work they are doing in the community and cited the establishment of a Peer Bereavement Support group based at John Hall Wellness garden. She stated that patients normally require from 2 to 12 appointments to resolve their issues and she commented that one GP had referred a patient who requested a GP appointment every two weeks and since the help received by the Social Prescriber had not been seen by GP for 12 months.

**Date & Time of next meeting –Tuesday 6th July 2023 – Annual General meeting to be held at 9.45 am in Community Room, St Luke’s Church, Fountain Street, Leek – any patient is welcome to attend the AGM and stay for normal meeting following the AGM.**