

The Castle Practice  
Patient Participation Group  
Minutes of a meeting held on 9.4.24

1. Present Tina McSwiggan Ted Richards Malcolm Luckman John Hookway Dr Manyweathers Doreen Pearce Faye Anderson Charlotte Johnstone
2. Apologies Elizabeth Perkins
3. Presentation Charlotte Johnstone Health and Wellbeing Coach gave a presentation on their services for low level mental health including coaching for lifestyle, diabetes fibromyalgia
4. Items discussed
  - a) . Apps – System One airmid nhs apps discussed, several different approved apps and it is patient choice to which is used
  - b) . Figures presented for the amount of appointments seen in the last 6 months and the ration of face to face and telephone – F2F 28,231 TEL CONS 1,353
  - c) . GP appointments and Pharmacy Referrals – discussed appropriate booking for 7 Minor Illness that can now be dealt with under the pharmacy scheme therefore allowing GPs more availability to see more complex problems
  - d) . Newsletter – Mr Hookway will update the newsletter to advertise and promote the Pharmacy Referral 7 Common Minor Illness Scheme and include the figures for appointments
5. Items to actioned/A.O.B.
  - a) Step by step guide for online access – FA will speak to IT Dept to see if this can be arranged
  - b) Appointing a PPG Secretary – unable to appointment one at this meeting
  - c) Date of next meeting will be Tuesday 4<sup>th</sup> June
  - d) The meeting closed at 1.55pm