

PPG Meeting 3 27<sup>th</sup> January 2026 10am meeting held by Lead CD minutes taken by KT

Overview of the previous meeting

Update on the possible diabetes group

Talked about the recent change to the triage form being open all day 8am-6:30pm triaged if urgent routine or can be sign posted looking at the appointment book operating a little larger now at 3 weeks for appointments being bookable rather than day to day

Group discussion on this change agreed this new system has been a change for the good and has improved the surgery over all they would like to be able to book routine appointments up to 4 weeks in the future.

Attendee: we worried about getting an appointment, so this is very good happy with the new system

Lead: non urgent will be contacted for an appointment

Feedback from the FFT forms after an appointment come to my self which currently shows a great number of positive comments

NHS app awareness

Advised, you can access it via the web browser if not able to have an app on the phone.

Advised about C&K downstairs who are the NHS app ambassadors how they can help with issues or even help set it up and show pts how it works where to find things within the app, medical records test results consultations documents medications ect

The topic today was to see what everyone knows about the health and wellbeing coach in the surgery,

Discussed the variety of topics they cover and that now we have Daniel with us who's a fantastic addition to the surgery he has a large background to pull from with his medical background and now health coaching he travelled the world with his career and has settled here with us.

Lead: Daniel covers everything from weight management, help stop smoking, mental health help and advice, he also worked with the care cos at the surgery as their roles can sometimes go hand in hand when it comes to some social aspects if a patient is looking to try and get out more or join groups. He offers longer appointments to address the topic at hand and will book the follow up appointment with you at the same time.

Attendee: sounds like a wonderful resource to have at the surgery

Attendee: mentioned some mh problems due to his current health state

Lead: advised booking with Daniel which can be done at reception no need for a GP appointment first.

Attendee: where does he find the resources for groups

Lead: Daniel can provide information on several areas however groups can also be found on Barnsley gov website and in the surgery on the display boards and the care cos have this information given to them also.

Daniel has his own health coach display board in the surgery to see what he can offer.

Attendee: lots of info on wellbeing and charity groups in the surgery

Lead: yes, it's important to raise awareness of Daniel in the surgery.

Group discussion on areas to improve in the surgery,

Attendee: reception doesn't feel welcoming due to the high desk and no staff presence at the reception, recently visited another surgery in Barnsley which had a sign to say welcome and if needed there's a private room when needing to speak with the receptionist, she was very warm and welcoming

Lead: the screen is currently up and it's at the staff's discretion if and when they are ready to take it down however, I can see how this might put a barrier up between pts and staff so it's something to consider in the future

Attendee: agree it's a tall desk it's hard to have a clear conversation it's a barrier and the staff can't be seen when they aren't higher than the desk

Lead: explained the PCs are under the top of the desks with high adjustable chairs so staff should be able to always see pts and where needed can move to the lower section of the reception desk to speak with pts in wheelchairs ect.

Attendee: it's not welcoming there's nothing to say "how can I help" from the staff no greeting

Attendee: there's a comments box but no suggestion box?

Lead: that's where the FFT comes in there's space there for feed back

Lead: going forward perhaps a PPG newsletter to recap what's been talked about and what outcomes have been produced from these meetings, it can be posted on the display boards/website

Group: agrees this would be a great idea to keep everyone involved who can't make every meeting.