

PPG Meeting May 2025

Welcome to the PPG Meeting





Welcome and Apologies

Welcome

Welcome to all attendees

Apologies

BA, BMW

Matters Arising

Our PPG need to form into a correct working group. NC has agreed to officially take Minutes and pass around to members.

The Group needs a Chair or Vice Chair; any volunteers please contact KB.

The Croft PPG is not representative of the Practice Patients. We could send out a survey with regard to changing PPG to an evening meeting to encourage a younger age from the local population, i.e. Parents with young children.

A survey would need to be checked by the practice. The results will be taken by CM

The PPG need to decide on the number of meetings, i.e. monthly, quarterly ?



Booking Appointments Online

Doctor and blood test appointments have been misused in the past, either by patients not keeping the appointment or by not having a blood form sanctioned by a GP.

Digital triage is the only way to make a sensible GP appointment. All patients can ask for a face-to-face appointment, the Croft is the only Leamington Practice to offer this.

To make booking appointments on a Monday morning at 8am run smoothly, all available Croft staff manage the phone lines, so every call is answered within 20 to 25 minutes.

Prescriptions and Support Requested by Warwick Hospital

Patients' letters from the Hospital need to be updated onto the Croft System. There is a team of administrators who upload these. We were not given a time scale for this. If there is a medication change this is sent to the HUB ! There can be a question sometimes that the Hospital have not followed up a patient's new medication so therefore the Surgery has not received a confirmation letter to continue with the patient's medication. The Hospital provide the medication for the first month.





PCN update

SJ attended our meeting to explain the role of the PCN. This new Group is to support all 8 Leamington Spa Medical Centre's.

They are responsible for delivering the best care with the yearly Government funds for the 84 thousand patients in this area.

The PCN is contracted to provide all services, to budget and manage all practices.

The Group is planning to provide an Integrated Clinical Team which eventually will provide support to any issues Patients have within their Practice.

Any Other Business

Next PPG Dates

August 1st, November 7th

Time

11am

