**LISTER MEDICAL CENTRE**

**Friends of Lister - PPG**

**Minutes**

**Monday 18th March 2025**

**3.15pm**

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| **Item** | **Item for discussion** |
| **1** | **In attendance:**  **Lister Medical Centre:**  Dr C Fernandes (GP Partner) and Amanda Dymock (New Operations Manager)  **Patients:**  Pauline Hands, Kathleen Perry; Kathleen Crowther; Jean Paffett, Anne Phillips, Jan Mackin, Jeanne Pugh, Marie-Luise Heinecke, Ann Gould, Peter Gould, Margert Collier, Eddie Collier, Tom Mackin, Jim Mindham, John Frazier, Marilyn Green, Moyna Strowman  **Apologies:**  Jon & Jan Mackin, Fyn Merrell  Dr Fernandes thanked everybody for their participation in the group and for taking the time to be with us today. |
| **2.** | **Newsletter – feedback from the group.**  Following on from the previous meeting the group wanted to expand on the newsletter ideas and content. Dr Fernandes was keen that whilst he was happy to give an update from Lister, he felt that the newsletter needed to be driven by the group and they should steer its format and subject matter.  Following a group discussion as to forming a smaller working party the following members put their names forward to be on this project.  Moyna Strowman, Eddie Collier, Peter & Anne Gould, Marie Luise, Kathy Crowther and Jeanne Pugh.  Peter Gould requested the names be sent through to him separately via email. |
| **3.** | **Presentation from Lister IT manager Jake.**  Jake kindly demonstrated the new online appointment system.  He showed the group how to access the website, and took them through a step by step process of how to request and appointment regardless of emergency or routine.  Jake also showed examples of how to request admin type queries – for medications/sick notes for example.  He explained the purpose of the safe guarding questions set out by the NHS to ensure no one submits a request when there may be a risk to life for example.  We discussed accessibility to the service for patients who may need translation services such as sign language.  The process was explained with examples, how their requests are reviewed by a clinician, the reception team call patients back and they still get to speak to staff.  Some of the group said they had experience of using the system and were positive of the outcomes they had received. |
| **4.** | **Any other business**  The group said that it had been useful when other healthcare professionals attended our meetings.  Some examples given were such as the pharmacists from both Met West pharmacy (located within Lister House) and our own in-house Clinical Pharmacist, Faiz.  The group were keen to have further attendance from both the pharmacists but also to understand additional services available e.g. the Muscular skeletal team, social prescribers to name a few.  The group would also like to have further upskilling of their roles and how to request appointments with these additional teams should they be required.  Dr Fernandes said he will send invitations over the upcoming meetings. |
| **5** | **Date & Time of next Meeting**  **28th April 2025 at 3.15pm** |