



## **PATIENT PARTICIPATION GROUP MEETING MINUTES**

**Meeting Date: Tuesday 1<sup>st</sup> August 2023 - 6pm**

**Attendees:**

**Practice Representatives:**

Faith Woodcock  
 Kirstie Hornsey  
 Sophie Ferrier  
 Sue Scorer  
 Emma Lings (part of meeting)

**PPG Members:**

KD (Vice Chair)  
 JB  
 BD  
 JP  
 WS  
 JW

**Apologies:**

ZS (Chair)  
 MB  
 HB  
 RG

<b>Meeting Minutes</b>		
<b>Item</b>		<b>Owner</b>
<b>1.</b>	<p><b>Welcome and Introductions</b></p> <p>The meeting was opened by the Vice Chair. Members reintroduced themselves as there were some new members and FW/SF passed on apologies from members and staff unable to attend.</p>	
<b>Pre-agenda</b>	<p><b>Emma Lings</b> attended the meeting to give an overview of her new General Practice Assistant role. This includes ensuring all incoming correspondence and follow ups are prioritised and processed quickly to avoid any delays. She has also been undertaking clinical training so she can assist the on call doctor in an emergency to take bloods or carry out an ECG.</p> <p>She shares the role with Molly Fairbank and both have kept a couple of shifts on reception to continue their contact with patients.</p>	
<b>2.</b>	<p><b>Actions from last meeting</b></p> <p>Still to speak with LD team about accessible newsletter, however the practice will do this when they come onsite to validate the LD register later this year.</p>	
<b>3.</b>	<p><b>PPG Members Agenda Items</b></p>	
<b>3.1</b>	<p><b>Online Services</b></p> <p>JP asked what the practice was doing to promote and increase online access/services. Practice will shortly be receiving support from a “Digital Transformation Officer” who may be able to assist with this. In the meantime there are displays in the practice, including QR codes and the website has easy links to all the online services. Agreed it would be useful to perhaps once a month have either a PPG member or receptionist out in the waiting area promoting digital tools and helping people to access online services.</p>	<b>JP</b>

<p><b>3.2</b></p>	<p><b><i>Feedback from PPG Week</i></b></p> <p>The week has been a success including recruiting new PPG members and helping patients access online services, including third party access. Patients were also signposted to other means of support including Healthwatch.</p> <p>Feedback for the practice to consider includes not sending out text messages which include two items as some patients found this confusing.</p> <p>Patients were also directed to the self-check, however we all agreed this is not very visible and had limited functionality as it does not tell you which area to wait in. Due to the hardware associated with the current system we would not be able to move it anywhere more visible. This issue has already been raised by staff and the practice is looking into a more updated version of the check in system. Some surgeries also have a “pod” in reception which takes patients blood pressure etc, however this equipment is very expensive.</p> <p>It was agreed by all parties that it would be helpful to have a PPG leaflet to hand out at future events.</p> <p>The exercise was worthwhile and we would hope to repeat it. This time it had been organised last minute and it was agreed that we would organise timetables etc during meetings in future where we can.</p>	<p><b>KD</b></p>
<p><b>Action</b></p>	<p><b><i>To look at drafting a PPG leaflet</i></b></p>	<p><b>FW</b></p>
<p><b>3.3</b></p>	<p><b><i>Constitution in relation to use of Group Communications</i></b></p> <p>Whilst the WhatsApp group is useful for sending in apologies, checking meeting times and organising last minute arrangements, it is not ideal as all PPG members are not part of this group. A suggestion was made that instead, a PPG email group (independent of the practice) could be set up to communicate. Another option could be if members who are not part of the WhatsApp group and do not use email would be happy to share their phone number and could be communicated with either by phone or text by, perhaps the Chair/Vice Chair.</p> <p>Regarding the WhatsApp group, and any other form of electronic communication, it would be helpful to draft a constitution for appropriate use (restricted to PPG topics only). Perhaps this could be included in a revised terms of reference/code of conduct.</p>	<p><b>KD</b></p>
<p><b>Action:</b></p>	<p><b><i>To revisit Terms of Reference/Code of Conduct at future meeting</i></b></p>	<p><b>All</b></p>
<p><b>3.4</b></p>	<p><b><i>Pre-bookable appointments</i></b></p> <p>The practice does have plenty of pre-bookable appointments; unfortunately these go almost as soon as the four week rota is put onto the system. On the next rotation the practice will trial holding back some of the pre-bookable appointments so that these can only be booked 2 to 3 days in advance for people who need to see a GP but do not feel it is an emergency that needs to be addressed the same day. These will also be available to book online.</p>	<p><b>JW</b></p>

<p><b>4.0</b></p>	<p><b>Practice Update</b></p> <p><b>Practice Survey</b> – the questions will be the same as last year to track any improvements, with the addition of a question around awareness of the PPG. The survey will be sent out either this week or next via text link. Paper copies are also available onsite and via post on request.</p> <p>The practice was recently named GP practice team of the year at a local awards ceremony and also named as top Scunthorpe “town” practice in North Lincolnshire as a result of the national GP Patient Survey.</p> <p>Sally (Practice Nurse) has now gone on maternity leave and Dr Javaid will be covering, in the main, her HRT and Contraceptive patients. Dolly will be returning from maternity leave next month but mainly to do administrative hours, rather than reception.</p> <p>We had a CQC monitoring call in May – they carried out checks remotely on figures, appointments etc and then we had a formal interview via the telephone. They were very happy with everything therefore they do not need to come out and do a full inspection at the present time.</p> <p>We have a new Advanced Clinical Practitioner starting mid-August (Amanda) to cover some of the minor illness work Sally was doing and to also help with growing demand. She will also be carrying out home visits, including residents in care homes.</p> <p>The number of patients registered with the practice continues to grow - + 396 since 1<sup>st</sup> February. One of our nurses has increased their hours to help with demand and we also now have extra pharmacist hours, plus the new ACP previously mentioned.</p>	
<p><b>AOB</b></p>	<p><b>None</b> – suggested date of next meeting will be circulated with minutes.</p>	