



PATIENT PARTICIPATION GROUP MEETING MINUTES

Meeting Date: Tuesday 7th November 2023

Attendees:

Practice Representatives:

Faith Woodcock
 Kirstie Hornsey
 Sophie Ferrier
 Sue Scorer

PPG Members:

KD (Vice Chair)
 JW
 HB
 DN

Apologies:

BD KF
 CF MB
 CS RG
 DW WS
 JB YT
 JP ZS

Meeting Minutes		
Item		Owner
1.	<p>Welcome and Introductions</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> <p>ZS has made the decision to resign from the position of Chair and also to unfortunately leave the PPG group due to a change in circumstances. She asked FW to pass on her apologies to the group. We thank her for all her contributions over the past two years.</p>	
Pre-agenda	<p>Amanda Fordham attended the meeting to introduce herself. Amanda recently joined the practice as our new Advanced Clinical Practitioner. She does both clinics in the surgery and also home visits. She also works closely with the care co-ordinators seeing patients in care homes. Members had a useful and informative discussion on end-of-life planning.</p>	
2.	<p>Actions from last meeting</p> <p>Still to speak with LD team about accessible newsletter. The practice will pick it up with the team when they come onsite.</p> <p>FW shared a few examples of PPG leaflets with the members to have a look at. FW is happy to design the leaflet once the members have fed back their ideas. She also reminded members that we are happy to print and laminate displays at our end for the PPG noticeboard if they have content to add.</p>	
Action	<i>PPG members to feedback ideas for content for the leaflet</i>	Members
3	<p>Agenda items from patients - none this meeting. One member who could not attend had asked for an item to be added to the next agenda so this will be carried forward.</p>	

4	Agenda items from the practice	
4.1	<p>Format of AGM</p> <p>It was decided to postpone the AGM to the next meeting so the decision to call this could officially be agreed by PPG members and minuted. In addition, there were only four PPG members present and with the resignation of the Chair, we would need some time for people to consider whether they would like to take up this position.</p> <p>FW will ask for expressions of interest prior to the meeting and then members can vote for all positions (Chair, Vice Chair, Secretary).</p>	
4.2	<p>Practice Survey</p> <p>The practice has again carried out an annual patient survey. This is not mandatory but something we wanted to do post-pandemic to help plan services. We had a lower response rate this year (6.5% as opposed to 10% last year). The questions were kept the same as last year to provide a meaningful comparison, with the exception of the additional question regarding awareness of the PPG and knowledge of their activities. The practice had improved slightly in all areas. We would have expected to have increased more significantly in ease of getting through on the telephone with the new telephone system (and callback feature). It was good to see that more people were ordering their prescriptions online and accessing other online services as this is something the PPG have been focusing on.</p>	
4.3	<p>New Self-Check in system</p> <p>Previously the self check in system had been discussed and how this really was very basic and not in a great position. The practice had news that it is hoping to secure some funding for a new system to be fitted next year and, if not, would fund the system themselves.</p>	
4.4	<p>New rota format</p> <p>Following feedback we have restructured the rota so that rather than all prebookable appointment becoming available straight away when a new rota goes onto the system, we will keep some appointments reserved which will release a day before, two days before and a week before. This means that non-urgent appointments can be booked in advance but with a shorter wait time.</p> <p>It has only just come in to affect so may take a while before the impact of this starts to show. But patients should keep checking for appointments online as some should come available each day unless we have period of sickness.</p>	

<p>AOB</p>	<p>HB had a good idea of offering a drop-in session to patients to show them how to order prescriptions online, access online services and navigate around the website. Everyone agreed this would be very helpful.</p> <p>Member mentioned that when they rang to order medications (as they were unable to do this online as they had run out of “issues”) reception did not book them in for a medication review. Another member mentioned that they still had medication that had been stopped on their repeats.</p> <p>Discussion on what kind of activities the PPG could be doing. FW shared a document which gave guidance (previously circulated with last minutes) however reminded members that they had already achieved a lot of changes just by attending the meetings and providing feedback so did not need to put too much pressure on themselves. Any time given is helpful. FW will pull together some of the achievements for the AGM.</p> <p><u>Suggested date of next meeting (AGM) will be circulated with minutes.</u></p>	
<p>Action</p>	<p><i>To discuss prescription issues with Reception Supervisor and remind clinicians to remove items from repeats when stopped</i></p> <p><i>Members to suggest a date for a drop-in hour for showing patients how to order prescriptions online/access online services</i></p> <p><i>Pull together a report of PPG achievements for AGM</i></p>	<p>KH</p> <p>Members</p> <p>FW</p>