



# Minutes

# PPG Meeting

Monday 9<sup>th</sup> September 2019

6:00pm

<p><b>Present:</b></p>	<p>Peter Robinson (Chair) – PR          Tony Pearce – TP          Pamela Pearce – PP          Ian Dixon – ID          Beryl Perrin – BP          Dr Mohammed Islam (Practice Manager) – MI          Stephanie Chapman (Asst. Practice Manager) – SC          Dr N Freeman – Practice GP – NF</p>
<p><b>Chair:</b></p>	<p>Peter Robinson</p>
<p><b>Minute taker:</b></p>	<p>Stephanie Chapman</p>
<p><b>1. Introductions</b></p>	<p>PR welcomed all present to the meeting. Introductions were made by each of the attendees.</p>
<p><b>2. Apologies:</b></p>	<p>Ken Sharpe          Gareth Brammer          Sue Holmes          Chris West</p>
<p><b>3. Minutes from last meeting:</b></p>	<p>The minutes from 08/07/2019 were reviewed and agreed.</p>
<p><b>4. Matters Arising not covered elsewhere</b></p>	<p><b>PCNs</b> PR reported he has been asked to attend PCN Meetings as a PPG Member to work with and help support practices and will report back.          PCN Social prescriber update next time.</p>
<p><b>5. Practice Update</b></p>	<p>Practice Manager update  <b>Practice Survey</b> – Dashboard MI Raised concern previously, not a true reflection of services we provide.          Extended Hours Access - WMP is the only practice providing most amount of Saturday access, despite this our feedback is red, but other local practices less access but dashboard green.          Survey is 1% of practice, but no other feedback provided.          PR, MI, SC reviewed data and the reliability of stats          Unable to explain the picture is once spoken with the data supplier – for next meeting  <b>MJOG</b> – Friends &amp; Family feedback increased since utilisation of MJog also good use of MJog to cancel appointments, only negative is the last minute cancellations (too late to offer to other patients).</p>

	<p><b>Staff</b> Joanne left and we have a new head of reception, Daryl who has joined us from another practice. We have also recruited two new receptionists, Andreea and Diane.</p> <p><b>Infection Control Audit</b> All upgrades to rooms - work all completed</p> <p><b>GP Partner update</b> NJF – GP Registrars - currently full complement of registrars. Seb our clinical pharmacist is a huge bonus to the practice and patients</p> <p>We are working with Health Education England, a new agreement to support a new trainee pharmacist to work with the practice – she will work and support Seb &amp; GP’s.</p> <p>Patient public engagement committee – PR raised concern to increase control from the top</p>
<p><b>6. i. Flu campaign</b></p> <p><b>ii. Practice Dashboard</b></p> <p><b>iii. Communication</b></p>	<p>It was reported that our Over 65’s Flu campaign clinics were;;</p> <ul style="list-style-type: none"> <li>- 14 Sept Clinic – (72 appointments) full</li> <li>- 21 Sept Clinic – (180 appointments) still some availability</li> </ul> <p>and agreed BP would provide help on 14.09.19, ID 21.09.19 and PR 21.09.19</p> <p>NHS.net ratings 38 patient reviews – 4 stars Data summary for next meetings</p> <p>Identify what type of messages PPG can assist the practice</p> <p>Current/main message to assist practice – communicate to patients Receptionist – standards, ambassador for the practice Patients – understanding pressures of the practice</p> <p>Good positive feedback for website – keep up to date</p> <p>Key messages to get across – cost of missed appointments &amp; behaviour Patient preferences – continuity, explanation Online booking Display on screen – message set at min time to send message</p> <p>Decide the top 5 messages to get across 5 key themes</p>

	<p>Utilise resources</p> <p>Clinical support – Dementia Diabetes Mental health</p> <p>How do we educate patients, encourage patients to engage in self-help &amp; NHS programmes</p> <p>Consultations – time to review records before the patient arrives in the consultation. GP in control of the patient call</p> <p>Additional meeting to decide on topics, to get the ball rolling &amp; develop ideas</p> <p>01-10-19 – 5:00 – Room 18</p>
<b>7. Any Other Business</b>	<p>Security Screen – member raised issue for hard of hearing We have a hearing loop induction system in place.</p>
<b>8. Agreeing next meeting agenda items</b>	<p>Communication PCN/Social Prescriber</p>
<b>9. Date of next meeting</b>	<p>Monday 11<sup>th</sup> November 2019</p>

The meeting closed at 19:48