

Working together effectively to enhance the health and wellbeing of our communities

MINUTES


PPG meeting

Meeting Date:	24 th November 2022	Meeting Time:	1900
Attendees:	PPG members plus Liz Richards PM,		
Apologies:	Many from patients and Dr Sarah Dowling		

	ITEM	ISSUE / STATUS / ACTION REQUIRED	Responsible	Due
1.	Introductions and Welcome	Liz Richards (LR) welcomed everyone. LR thanked everyone for attending.		
2.	Apologies	Many were received by email Dr Sarah Dowling		
4.	Future of the PPG	<p>LR explained that the PPG for the last couple of years had been led by the practice and meetings organised by the practice. Now time for the PPG to be set up in a more usual way with patients taking a more of a lead. LR has been liaising with Mr Peter Cook who had expressed an interest in being the PPG chairman.</p> <p>Mr Cook introduced himself with a bit of a background. He has been with the practice for many years. He works full time as a surveyor and is involved with his parish council. He wishes to represent all patients at the PPG. LR thanked Mr Cook for taking on this role. LR and Mr Cook will work together over the next few months to get some terms of reference together and plans for the meetings going forward.</p> <p>The wider group were happy with this plan. Views were sought on frequency of meetings and it was felt they should be every other month or even one a quarter with a mix of face to face and teams.</p> <p>The PPG needs to be representative of the patient demographics, so LR asked members to spread the word to encourage more to join.</p> <p>Views were sought on topics that the patients may like to be covered.</p> <p>Challenges facing the GPs- a suggestion that a GP could attend and talk about their work and the challenges and how patients can help themselves and to help the surgery. Also, what is relevant to them at that time.</p>		
5.	Patient communication	<p>LR explained the current different ways to communicate and access the surgery- see slides.</p> <p>All agreed this was too many and the suggested streamlining was a good idea which should improve access. A migration plan would be needed.</p> <p>Care would be needed on communicating these changes</p>		

Quality, Helpful and Empathetic Attitude, Making it easier, Communication

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		All agreed that the best way to communicate was via text and to consider notices in the surgery for those that don't have mobile phones.		
6.	Staff update	See slides		
7.	slides	 PPG MEETING Nov 2022.pptx		
8.	AOB	<p>Query about the new phone system – is the practice finding it more beneficial? Yes- lots more visibility of peaks in demand, how long calls take and can react quicker. A suggestion was given that we should text everyone to avoid the Peak times with a link to further information</p> <p>Query re on the day appts vs pre bookable. LR explained that you can book appts up to 5 weeks in advance. Each week another weeks appointments are put on in the future. On the day are for emergencies. SCA team is up and running to chase referrals etc.</p> <p>A suggestion for clinicians to remind patients not to call for test results but to use the NHS app once online access is activated which is now scheduled for 30.11.22.</p>		
9.	Date / time of next meeting	January 2023, 7pm by Microsoft teams. Date tbc		