PPG meeting Minutes 15 November 2023 2PM

1. Attendance, introductions

Apologies as people were still arriving.
Members Commented on gathering more interest for PPG

Members expressed a suggestion social media presence. It was confirmed we did not have one but perhaps something that would work or could be considered in the future

2. Call system update.

Very good feedback from patients and members in the room

Call back function praised and commented on how it works and how it is both positive for reception and patients.

Query about call recording, its purpose for training and safety and briefly explained to members.

Top of queue feature explained and members happy with how priority works for (ie. Palliative care) urgent patients

3. Website upcoming update on 1/12 /23

Shared with members the website will have new features and look less busy.

More Streamlined and self-referral options will be put on there and actively updated

E consult button will be nicely located further in website not high up as e consult should not be used for by passing appointments

Want to lessen the workload but have to find the balance between adding access and filtering the work load

Re online: Access to records.

Member asked if the access to records simplifies or burdens workload

AG commented - balance needs to be found as blood test results and consultation notes on app visibility can create more work and often panic from patient

Member found this insight helpful as works himself with medical records on a larger scale

3. Primary Care Network (PCN) requirement

Shared with members PCN is recruiting more and more roles

40+ roles including social prescribers, pharmacy technicians

Some members questioned different roles and what they do. Briefly explained by MS and Tan to give more insight into what the PCN can provide,

Also re introduced all the extra clinics we can do and refer to. Members very happy to hear about the extras

4.Tan briefly explained Federation appointments and how they are available to patients. Members seemed positive about this extra reach out.

5. Around the table

MD : had queries around feedback links being sent out to patient.

Confirmed these are not mandatory and people can ignore them as they are just there for accessibility for people who can. We have provided paper copies in reception downstairs for people as well

SS: Had praise for the communications between patients and the surgery. Praised the fact we will have new and more languages on the website and there is the options of E consults.

GH: Had queries about the maintenance and cleaning of the communal BP machine in reception. Tan assured reception cleans this machine after every patient (when it is noticed by staff) which is often seen as patients bring their readings to the desk.

PB: Had good suggestions for next PPG meetings where we could assign a theme to the specific meeting as it might gather more interest from patients if the subject interests them.

A suggestion was made for a digital service that could reach out to patients. MS and Tan considered and did discuss this would mean a social media staff addition. But consideration is on the table. ACTION For review prior to next meeting

Suggestion was made to put on the website a tab for PPG and it will show the meeting dates in advance with set subjects. ACTION Surgery to take forward

TC: Ask if a newsletter will be set up, confirmed yes just need staff to do this and asked if any members would like to do this. Tan can share meeting notes with that member

Next meeting is wanting to be held on Last Wednesday In February (28/2/2023)