**Meads Patient Participation Group**

Minutes of 3rd October 2022

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| Chair | Vice Chair | Treasurer | Secretary | Member | Member  | Member | Member | Member | Member |
| **J**anine **W**illiams | **J**enny **E**adon | **I**an **M**uldoon | **R**ay **Y**amin | **M**errill **P**lowman | **C**arol **M**uldoon | **C**aroline **P**enman | **R**oger **I**saccson | **C**aroline **S**weetland | Vacant |
| Meads Practice Staff | **S**imon **L**awrence - Practice manager | Tonya Clark |

**Presentation to Logo competition winner.**

The committee along with doctors and medical staff from the Meads met ahead of the PPG Committee meting to present Sally Linsell, the winner of the logo competition, with her prize, a £50.00 cheque.

**PPG Meeting- started at 6:25pm**

Janine presented Merrill with a bunch of flowers as a thank you for her 10 years’ service to the PPG in her role as secretary.

**Welcome:**

Janine welcomed all to the meeting, her first as the newly elected chair.

**Apologies:**

There were no apologies given

**Minutes:**

Copies of the last PPG meeting were available. With no matters arising the minutes were accepted.

**Practice Report**:

Janine readout the response from the Simon Lawrence for the questions raised by patients at the AGM. Detailed response attached

Summary:

* Non-voting Meads staff can attend the AGM
* A user-guide will be developed for the patients to access their online medical records and to order repeat prescriptions. SL, believes there should be Helpline and possibly a YouTube clip. **Action**; Tonya to create a hard-copy guide.
* The practice will assign space for PPG to assist patients within the reception area.
* Every effort will be made to update the practice Facebook page when changes occur within the surgery, however the day job comes first.
* Hard-copies of the PPG newsletter can be placed in the surgery
* There is no formal timeline for consultants’ report to be received and updated to patients record. It is believed many are outsourced so patients are advised to chase their consultants to update the practice in a timely manner
* Dr Ellis’s patients have been assigned to Dr Prosser and Dr Turrell. Dr Duckworth patients have been assigned to Dr Emma Ghali. Updates to repeat prescriptions will also shown the patients assigned doctor.
* Patients are asked by trained staff a set of questions to help triage the patients’ symptoms in order to be assigned the right level of medical care. Patients should be assured that their call goes into the call centre on the first floor and not in reception.

**How can we help and assist**

JW confirmed that the upcoming clinics will be manned in 15 October and 5 November and received support from members to man various shifts for car park duties. It was confirmed that TR Fastenings car park would not be available. It was also confirmed that patients would need to wait 15 minutes after their injection.

**Confidentiality Clause**

JW asked all members to re-sign the confidentiality clause. This was done and handed over to SL.

**New Logo:**

This was presented ahead of the meeting- see notes above.

**Patients Communications:**

Various discussions were had and the merits of each discussed, with the topic concluding with,

* Newsletter – would be produced when there is something to report with hard-copies being placed in the surgery and emailed out to patients who have signed up. The PPG will be assigned a section in the surgery’s newsletter
* Facebook – would work with to find a way to utilise the practice page in an effort to streamline the communication channels.
* Email – while only a small percentage of patients have signed up, expanding this method of comms would be useful and more targeted.

**AOB:**

CP – asked, “What could we do for the practice?” with the response, that we will be called upon if needed.

JE – Raised the point of getting a young patients view point / perspective on the committee on the services being offered, and then stated that they may be worried about sharing personal information and what if their parents found out. This was quickly dispelled as it is covered by the Practice confidentiality.

IM - Raised the question on the requirement for the storage shed and whether we had met the cost requirement. SL stated that if there is a shortfall this will be covered by the Practice.

NAPP membership and payment was agreed.

The meeting closed at 19:20

**Date of Next Meeting**

9 January 2023 @ 6:00pm

**QUESTIONS FROM THE AGM WITH RESPONSES**

﻿1) It would be useful to have the practice manager or his deputy at the AGM

Noted and I am not sure whether it was clear but there was an intention that Emma Walbrook, Charlotte Turrell, Chrissy Montgomery and myself would attend the AGM to represent the Practice - I thought this was mentioned at the last committee meeting.
We were all booked out to attend - an offer declined by the previous Chair.

2) The way the phone is answered stating to “call back” is too abrupt. Can this be changed to be softer and more considerate

This will be reviewed and changed

3) Some patients are finding it difficult to logon to “https://systmonline.tpp-uk.com” is there a user guide that can be provided

We will review this and supply in the future.

4) Could the PPG have an area in reception to offer assistance to patients to get online and to complete forms

We can arrange a desk in a quiet area of the waiting room. (Can the Chair please review discuss with Chrissy / Simon)

5) Could information about the practice, changes in staff etc be put out on the surgery’s Facebook account as well as the PPG

Yes noted and will make every effort to undertake this - but you have to remember we are doing the day job, dealing with the many enquiries and demands from patients and working under great pressure and sometimes items do not get done as quickly as they should.

6) Can we have hard copies of the newsletter left in the surgery

Yes

7) It’s not clear when the surgery receives consultants’ letters when making a follow-up appointment, is this noted online anywhere to view

It is but is reliant on the Consultant writing to us in a timely manner following a consultation. Surely though if the Consultant requires a follow up - they will be advising the patient at the initial consultation.

8) can patients be advised on the name of their GP they have been assigned.

Dr Ellis's patients were split between Dr Prosser and Dr Turrell (as Dr Turrell has increased the number of sessions she works at the Practice)
Dr Duckworth's patients were transferred to Dr Emma Ghali.

We are arranging for patient's assigned Doctor to show on all repeat prescription requests.
Those patients with on line access to their medical records can view their assigned Doctor.
Patients can ask which Doctor they are assigned to when next contacting the Practice.

9) patients were not aware of the online booking had been reinstated. Again how are these changes communicated.

This is a phased re-introduction which we are now publicising as the quantity of bookable appointments increases

10) If the PPG could put questions out in advance of the meeting this will help furnish better answers from the patients.

We have taken this onboard and will ensure questions are shared in advance

11) Why does the receptionist want to know the detail of my call; they are not qualified.

The receptionist is triaging the patients call as requested by the Doctors and as they have been trained to do. My report at the AGM highlighted that we now have many additional healthcare professionals working at the Practice and it is not always necessary for a patient to be booked with a GP to discuss their medical condition. By the patient giving details the receptionist is able to book with the most appropriate clinician, Paramedic, Physiotherapist, Mental health Co-ordinator etc.

 12) What additional training is being considered for staff manning the reception?

All staff receive training in their role. This is ongoing and is discussed and reviewed constantly taking account of an individual’s needs. We do have a number of new reception staff presently who are all being inducted to the Practice