



## PPG MEETING

**Tuesday 06.06.2023 @ 18.30pm – 20.00pm**

This document is a log of the discussion and actions between all PPG members from both staff and patient representatives.

**Attendance:** Lynne Hargreaves-Walker, Julia Moseley, Zoe Brown.

Sam Saxon, Christina Markarian, Jennifer Herterick,

Alison Penny, Ishtiaq Ali, Kath Heyworth, Fiona Rides.

**Apologies:** Brian Harwood

**Minutes of the last meeting:** These were accepted

**Matters arising:** None (as most being covered in meeting agenda items)

### Agenda

Welcome			
ACTIONS From previous meeting 28.02.2023		Completion By	Target Date
The only actions from the previous meeting are updates which are agenda items.			
New Item		DISCUSSION	Agreed Actions and Owner
1.	New website Discussion and Feedback (LHW) <b>Website went live on the 17<sup>th</sup> of May</b>	Most PPG members had logged in to the new website and the overall impression was very favourable. PPG feedback comments included: Good look; Calming: Easy to navigate; User friendly; Caters for older users/non techies as says early on "you can phone us"  In response to Jennifer's question about the e-consultation unavailability message, Lynne explained that e-consultation was restricted to 7 a.m.	<b>LHW</b> <b>To look at patient survey re website and any feedback given.</b>

		<p>to 12 noon in order to keep the volume of triage work manageable for practice staff.</p> <p>Lynne and Julia explained that NHS standards had to be met with any website set up and this limits the companies which can be used for the work.</p> <p>The more patients that use the website when capable of doing so would free up practice staff to help others not in this position.</p> <p>It was noted that information about practice staff is also available on the website.</p>	<p><b>LHW</b> <b>Check how ARRS teams can be added to website</b></p>
2.	<p>New telephone system (LHW) <b>Went live 31<sup>st</sup> May</b></p>	<p>Jennifer commented that the pre-recorded message was clear but very repetitive. Lynne explained that if a caller is kept on hold for longer than 25 secs, there is an option to ask for ring back.</p> <p><b>Also</b> Practice staff were finding the new system easy to use. The abandoned call rate is being monitored. Overall aim is to improve patient satisfaction.</p> <p>Alison asked about new patients and the practice catchment area. Prospective new patients can enter their postcodes to determine if they fall within the required catchment area.</p>	<p><b>LHW</b> <b>Check settings for repeat of recorded message</b></p> <p><b>LHW</b> <b>Check link for blood test results and time available</b></p>
3.	<p>Wellbeing update (LHW)</p>	<p>Lynne explained that initiatives had started in September to help alleviate NHS staff stress levels. Improving staff mental and physical well-being were both under consideration. As regards the latter, virtual walks around the world, including pooled walks along the Mississippi, and the Great Wall of China, were being undertaken via step counters.</p> <p>The possibility of PPG members participating was raised, but this requires further discussion as to how their data could be captured.</p>	
4.	<p>Friends and Family (LHW)</p>	<p>Lynne gave details of the last survey results. This was from patients who had attended appointments. The survey was available on line as well as in card form. Of 152 patients surveyed, 48 responded. 88% of feedback was positive, 10% not so positive 2% was classed as "OK"</p> <p>Areas highlighted for improvement were:</p> <ol style="list-style-type: none"> <li>Waiting time</li> <li>Lack of availability for nurse and clinics appointments</li> </ol>	

		The aim is to transfer information gleaned from patient surveys into graph form and monitor improvements.	
5.	Patients Attendance (LHW)	<p>Last month's analysis showed 189 DNAs.</p> <p>GP DNA had reduced considerably with reminders having been sent out, but missed nurse appointments remain very high at just under 70%, despite patients generally making their own appointments once contacted. (Relevant to Item 4 b) above)</p> <p>Non-attenders were telephoned to ascertain reasons for missing and follow up letters go out to repeat non-attenders.</p> <p>Julia explained that the practice has to adhere to NHS regulations in screening for chronic diseases and the way clinics are run is also dictated by staff expertise. As such, it is difficult at present to break down the nurse DNAs into categories. This is being looked at.</p> <p>There is a trial looming for self- booking clinics (cervical smears) but this must be carefully targeted to avoid patients booking themselves into these clinics for other conditions.</p>	
6.	Project Hercules update (LHW)	<p>Lynne explained that there had been a meeting earlier in the day but unfortunately no further information was available. It is hoped that a response would be forthcoming mid-August.</p> <p>Regardless of the delays, it is still hoped that the project would be complete by summer 2024.</p> <p>The main reason for the hold up is finance and the lack of progress was proving very frustrating for the practice.</p>	
7.	Social Prescribing update (ZB)	<p>Zoe explained that patients no longer need to go through the GP to access social prescribing. She had had her first telephone triage today and 14 slots were available Tuesday 10 – 2.</p> <p>The practice had identified 68 patients as possibly needing Social Prescribing.</p> <p>Enhanced Health Checks are being trialled – possibly even with blood tests not being done through GP practice.</p>	

		<p>This work would help take pressure off practice staff.</p> <p>Zoe said that Networking and Events were continuing to help raise awareness of Social Prescribing and how physical and mental well-being are connected.</p> <p>Recent events had been held at the job centre and the fire station and there had also been an over 50s event.</p> <p>There are 3 full time staff and 1 part time staff member currently employed.</p>	
8.	A.O.B.	<p>Over 75s and vulnerable patients were currently being contacted for covid boosters.</p> <p>It is possible that over 50s will also be called for covid booster vaccines from September.</p> <p>Self-booking clinics are being trialled for next flu/covid vaccinations</p>	
9.	Date of next meeting	<p>PPG meetings will be held quarterly from now on.</p> <p>The next meeting is scheduled for <b><i>Tuesday 5<sup>th</sup> September 2023</i></b></p>	