



PPG MEETING

Thursday 12th January 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.

Attendees: Lynne Hargreaves-Walker, Jeanette Iddon, Sam Saxon, Christina Markarian, Ishtiaq Ali, Carol Endersby, Brian Harwood, Jennifer Herterick, Kath Heyworth, Hana Khan, Alison Penny, Fiona Rides

Apologies: Alex Ashworth, Dr Thakur (PVMC)

Welcome to existing and new members	Lynne welcomed one new member Kath Heyworth	
ACTIONS From previous meeting 17.11.22 (5mins)	Completion By	Target Date
Link to Friends and Family required	Alex Ashworth	Deferred to next meeting as Alex currently on holiday
Communications between practice and patient (including MYGP app)	All	Covered in items 3 and 4 on main agenda
Community food bank initiative – ideas from PPG to be submitted to Sam before next meeting	All	Ongoing – no ideas put forward as yet?
Terms of reference and confidentiality and sharing agreement - to be completed signed and returned	All	Members who had not yet signed asked to do so.

New Item	DISCUSSION	Agreed Actions and Owner
1. Update from Practice Team (10mins)	<p>a) No practice GP available for this meeting. Probably will attend every other meeting or when updates are available</p> <p>b) Lynne outlined the plans for a potential new practice website or an update to the</p>	

		<p>existing site and the consideration of a new telephone system (including a new tel. no.) The planning process was summarised and the plan to liaise with another GP practice to discuss their experience of their new telephone system.</p> <p>PPG members suggested that Lynne arrange for more information to go onto the website about what the practice is doing re research and education as patients probably not aware.</p> <p>c) Lynne shared the partners VISION for the practice. Also emphasised the difference between a VISION statement and a MISSION statement – the latter covering the practice core purpose.</p> <p>In response to a question about future plans for more preventative medicine/groups/advice. LHW advised this is extremely important and is part of daily focus in the practice. All patients are supported as part of education/preventative medicine where applicable. Advised it may be practical to schedule additional group, face to face educational and wellbeing sessions in the new building. This continues to be reviewed.</p>	<p>ACTION LHW</p> <p>see attached appendix for further detail</p>
2.	Project Hercules update & community engagement – LHW (10 mins)	This was covered in AOB	
3.	PPG communications strategy – Brian Harwood (10 mins)	<p>Brian gave a brief presentation on a possible way forward, suggesting a PPG facebook page, separate to the practice facebook page. This could have links to other Brierfield groups, businesses etc. going beyond just PVMC patients and outline the work of the PPG, and present from the PPG and patient point of view.</p> <p>Discussion followed and concern was expressed re duplication of effort, security, and maintenance of a second facebook page.</p> <p>Lynne explained that patient feedback was encouraged, and patients could currently complete the friends & family and feedback form on the website. Also further promotion of the PPG work/activity could be added to the website. To be discussed further</p>	

		<p>LHW explained she was working with the comms team to produce a formal communications plan relating to the relocation of the practice and would share once available. This will include patient and community engagement and a feedback survey. More info to follow</p> <p>It was suggested that perhaps some PPG members could be invited to attend project meetings where their input would be useful e.g new website and tel system. LHW explained this isn't always practical but would update with relevant information. A demo of new systems might be possible if the proposal is accepted.</p>	
4.	Patient, practice communications- ALL (20mins)	Items 3 & 4 were accepted as having run into each other.	
5.	Patient appointments (DNAs) LHW/JI (10 mins)	Jeanette outlined the procedure surrounding patients making appointments and the cancelation options. The challenges with patients not attending and not cancelling appointments was discussed and the number of lost appointments because of this even though an automatic appointment reminder is sent. The difficulties arising from none-attendance were discussed further and PPG member raised the problem with trying to get through to cancel by phone and suggested patients would just hang up. Can it be made easier for patients to confirm or decline appointment attendance in response to reminders? More info to be provided.	ACTION JI
6.	AOB – ALL (15 mins)	<ul style="list-style-type: none"> a) Lynne gave a brief update on Project Hercules. Revised floor plans were pending approval, next steps external design plans and hopefully in time for next PPG meeting. b) It was agreed to alternate days for PPG meetings on Tuesdays & Thursdays rather than just Thursday moving forward. c) PPG member raised the bad impression given by rubbish in front of the building. Lynne explained that it was not on public land and difficult to solve. 	
7.	Date of next meeting	Tuesday 28th February 2023 6.30pm – 8pm	