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**PPG MEETING**

**Tuesday 10.10.2023 @ 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, Sam Saxon, Christina Markarian,

 Jennifer Herterick, Kath Heyworth, Carol Endersby, Maggie Platon

**Apologies** Alison Penny, Fiona Rides

**Minutes of last meeting** These were accepted (proposed by Kath Heyworth, seconded by Carol Endersby)

**Matters arising** There were no matters arising which were not being covered on the agenda

**Agenda**

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| **Welcome**  |  |  |
| **ACTIONS From previous meeting 06.06.2023** | Outcome  | Target Date |
| 1. Patient survey (to be covered in agenda item 1)
2. ARRS team details to be added to website (still outstanding) c/f to next meeting.
3. Recorded message settings – LHW
4. Line for blood test results –
 | under review, c/f to next meeting.available between 2pm -6.30pm  | Next meeting Complete |

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| **New Item** |  | **DISCUSSION** | **Agreed Actions and Owner** |
| 1. 1
 | **Review Patient feedback** from 3 surveys (LHW) August FFT, National GP survey results, Relocation survey  | Lynne explained the usual procedure for feedback.Patients receive an SMS after their visit to the practice.Responses are anonymous. These are then considered by practice staff with a view to addressing any issues and enabling any required improvements. The age and gender of responders are also looked at. The response rate is low, but it is voluntary. Recent replies showed 89% said their experience was very good/good. Less than 5% listed it as poor/very poor.Lynne also explained that there is an annual survey where results can be compared with national results. The last such survey indicated the practice was generally performing well above the national average in most areas. The lowest score was in the % of patients who were able to be seen by their preferred GP. There are legitimate reasons for this which Julia outlined, for example the number of GPs working different days, locum GP’s and the support from other health care professionals. ***(See attached documents for more detailed analysis)*** |  |
| 1. 222
 | **Update from practice staff** * 1. Patient DNAs

2.2 Flu & covid schedule2.3 Project Hercules -*No further update on this project* | 2.1 Lynne outlined the appointment reminder system (reminder messages that also contain a link to cancel appointment if needed) but despite this, DNAs remain high although they have reduced slightly.In September 2023, 98 nurse appointments were missed and 32 GP appointments. The practice DNA policy is to send out letters each time. Practice reserves the right to ask patients to go elsewhere if 3 appointments are missed without good reason or cancelling.Sam raised the issue of possibly multiple appointments being made.Information about DNAs is now being displayed on the waiting room notice boards.2.2Invitations for flu and covid vaccines are currently being sent out in order of priority.The self-booking system is working well2.3Lynne explained that there are various reasons for delays. Finance/budget issues across the NHS, capacity/space audits in NHS buildings across the country being carried out, were slowing down progress. There is a meeting scheduled for October 24th. A further update will be provided at the next meeting. | **LHW to emphasise the knock-on effect of DNAs for other patients on notice board information** |
| 1. P
 | **PPG 12-month review** *Reflection and feedback on progress and level of involvement.* *Ask Chair, Secretary, Comms co-ordinator – continuation of positions for a second term?*  | It was agreed that Sam would continue as Chair, Christina as Secretary and Brian as Communications Officer.Future meetings would be held quarterly. |  |
|  | **PPG membership**.*Demographics of group compared to patient demographics. Encourage new members.*  | Lynne explained that information about the PPG was now available on the website, including the minutes of meetings.  |  |
|  | **PPG member suggestions and comments** *improving patient experience* | Lynne proposed that a 12 month action plan be agreed and documented to prioritise the work of the PPG, including patient educate, communications and how all patients could contribute and participate. Need to consider how effective we are as a group. Take survey with current level as benchmark?Possibilities discussed included a newsletter, virtual meetings, Youtube, a two-way process for feedback and the sharing and receiving of information from patients. Over the next 12 months, the group should try to work towards the GOLD (NHS) standard. Currently about half way there. ( need to review the gold standard criteria as a team and agree next steps)Also need to see how we can work with other PPG groups. | **LHW to consider an action plan in more detail** |
|  | **Thank You** | Lynne thanked everyone for their contributions over the last 12 months since this new PPG was set up.Particular thanks to Hana who, due to a work promotion, would no longer be able to continue as a PPG member. |  |
|  | **A.O.B.** | There was no other business. |  |
|  | **Date of next meeting** | The next meeting is scheduled for **Tuesday 16th January 2024** |  |