



New Agenda Items	Discussion points	Agreed action and owner
<p><b>1. Triage</b> – guest speakers Jeannette and June (20 minutes )</p>	<p>Jeanette distributed a handout (attached) giving an overview of how the system worked. She asked if any members had used the Triage system. Some had. Opinion was very much in favour. It was considered easy to use and self- explanatory.</p> <p>Phone lines are open 7 a.m. to noon each day, with an option for ring back which does not lose a patient’s place in the queue.</p> <p>Lynne explained that the NHS App is the app to use but also that all services can be accessed via the website, including the cancellation of appointments.</p>	
<p><b>2. Friends and Family Feedback</b> – LHW</p>	<p>Lynne said that feedback from April to December indicated that 87% of patients rated their experience as good or very good. 6% took the middle ground and just 5.3% gave a poor rating.</p> <p>Feedback is reviewed monthly and particular attention is given to reasons given for poor ratings to see how these can be dealt with and what improvements might be needed. The management team review these monthly and make process changes accordingly where appropriate to do so</p>	
<p><b>3. Practice Update -</b> 3.1 DNA’s – LHW  3.2 Project Hercules – LHW  3.3 PM update – JM</p>	<p>3.1 Of 135 DNAs in the November audit, most were nurse appointments resulting in 33 hours of lost time. This is reviewed and reported on monthly. Improvements are introduced where applicable to reduce DNA’s and improve overall patient access.</p> <p>3.2 Lynne said there was no further update available on Project Hercules.</p> <p>3.3 Two new appointments were currently taking place – Receptionist and Trainee Pharmacist Tech. Folding electric bikes were being made available for Drs on call. A “ Who’s Who” has been produced for each practice member detailing their roles. Information will be put onto the website.</p>	<p><b>LHW will be inviting research colleagues to a future PPG to explain more about research studies</b></p>
<p><b>4 PPG membership</b></p>	<p>This was addressed in item 6</p>	
<p><b>5 Communications</b> 5.1 Patient Newsletter          <b>5.2 Notice boards ( Kath)</b></p>	<p>The idea of a quarterly Patient Newsletter in easy read format was discussed and how it should be distributed. Website/Text link/social media/paper copies in the waiting room? Sam and Kath expressed an interest in getting involved alongside Brian who is Communications Coordinator.</p>	<p><b>To be discussed further at next meeting</b></p>

	<p>Kath had sent in comments about waiting room noticeboards and will meet with June to work at updating noticeboards.</p> <p>Lynne explained there is some information that must be displayed and why there were sometimes reasons for seemingly duplicate posters.</p>	<p><b>Action Jue and Lynne to arrange to meet with Kath</b></p>
<p><b>6 Gold Standard PPG plan</b> – all</p>	<p>Lynne distributed a handout GP Practice PPG Standard (attached) and discussion followed as to what actions might be needed to reach the Gold Standard.</p> <p>It was agreed that the PPG had reached Bronze and was perhaps about 60% of the way towards attaining Silver. It was agreed that this yrs. Plan would be working towards the silver award. Action plan to be agreed.</p> <p>All PPG members were asked to read the shared document and think about ideas in preparation for next meeting.</p> <p>Training would be needed for PPG members plus other work especially in communications.</p>	<p><b>For this year, work should begin to attain Silver standard and improve communication with all ages.</b></p> <p><b>Action plan to be agreed at next meeting.</b></p>
<p><b>7 AOB</b></p>	<p>Lynne reiterated the intention to arrange guest speakers each quarter, Research and Innovation possibly at the next meeting.</p> <p>Kath asked about the availability of weekend clinics for flu vaccines. Jeanette confirmed these are available. Also Covid Vaccinations for carers arranged through e-consult.</p> <p>In response to a question from Christina about whether the practice might go down the route of private GP appointments, Lynne said this was not currently the case and would not be permitted under the current NHS England contract as it stands.</p>	
<p><b>8 Date of next meeting</b></p>	<p><b>The next meeting will be Tuesday 16<sup>th</sup> April 6.30 – 8 pm</b></p>	