



Patient Participation Group Meeting Minutes

Date: Thursday 23 June 2022 14:30; Conference Room - MS Teams

1. Welcome and introductions

1a. Update on current local risk from infectious diseases in the locality (Monkeypox, Polio, Covid-19) – actions that practice is taking in response outlined (Immunisation catch up, surveillance, reporting)

2. PPG format – discussion.

Purpose of a PPG:

- To give patients and practice staff the opportunity to meet and discuss topics of mutual interest.
- To provide a means for patients to become more involved and make suggestions about the healthcare services they receive.
- To explore issues from patient complaints and patient surveys, contribute to actions plans and help monitor improvements.
- To contribute feedback to the practice on National Patient Survey results and Friends and Family Test feedback
- To propose developments or change.
- To support health awareness and patient education.

What can a PPG do?

- Discuss constructive suggestions for improving the practice, and share concerns that could affect the wider practice population.
- Organise health-focused events with the practice, i.e. Healthy eating awareness as an information event for all practice patients to attend.
- Create a patient survey with practice staff, to get feedback about the practice from the rest of the patient population.
- Design a newsletter for the practice, to provide regular updates to patients.
- Assist the practice in making sure their website is 'Patient Friendly'.
- Engage with the local community via fundraising events and useful health information, to ensure the PPG is representative.
- Invite health and voluntary professionals to PPG meetings, for PPG members to remain informed and updated about local opportunities for patients.

Discussion:

It was an agreement among members that the current 'less formal' format of PPG is more beneficial and encourages honest conversations about the Practice. Therefore, the elections for the positions of the Chair and the Secretary will not be organised unless indicated by the members.

Another suggestion was to include the pathways to local services offering help to patients in the areas: such as domestic violence, cancer and end-of-life care, mental health, loneliness, and help at home or with gardening, and shopping.

All members agreed that the 'Meet the Team' poster would be very much welcomed both in the display cabinet and on the LCD screen in the waiting area.



3. White Lodge – service updates

May 2022 snapshot:

- 6065 total calls
- 5752 answered - 87%
- 4168 answered within 5 minutes - 63%

- We offered 3300+ GP and PA appointments
- And 482 nurses & HCA appointments

4. White Lodge – staff updates

- Foundation Doctor is finishing his training placement in the first week of August and the new doctor is starting on 5 August
- Two new registrars will be joining us for the GP training on 5th August
- We are currently finalising recruitment for an additional 3 GPs who will be joining us in September.
- Our colleague - receptionist Selin is leaving our team as she is about to start her university course, therefore we are recruiting P/T receptionist

5. Q&A

6. AOB