**Patient Participation Group Meeting – Wednesday 19th April 2023**

**Attendees;**

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| Joanne McElwee – Practice Manager | AJ | LJ |
| Dr Rachel Bloomfield – Partner | TB | GL |
| Jack Fletcher – Care Coordinator | MM |  |

**Agenda Items;**

Introduction

Attending members of the Patient Participation Group and Staff introduced themselves.

Background

Discussed briefly what has happened at the Health Centre since the last meeting such as the refurbishment, the changing team of Doctors and other new clinical staff. Also discussed the idea for an official opening day for the refurbished Health Centre.

PPG Moving Forward

Noted that not all members could attend the meeting due to work or other commitments. Agreed to change the time of the next meeting to later in the day to allow more members to attend.

Agreed by all parties that Quarterly PPG meetings should be sufficient with the possibility of shorter notice meetings in between should the need arise.

Discussion about where best to hold the meetings within the Health Centre as concerns that the meeting room would be too small if many more members were in attendance. Other larger rooms identified as substitutes should the need for a larger room occur.

Meeting minutes will be published on the practice website and through email to all PPG members. Agreed that email addresses of the PPG will be shared with each other as a means of contact between members and staff.

Discussion about roles within the PGG (Chair Person, Secretary etc). Suggestion that there should be a nominated Spokes Person from within the PGG and that this should discussed and decided on at the next meeting when more members will hopefully be in attendance.

Before moving on the attending members where asked what they would like to get from the PPG moving forward. Members stated that they hoped for more clarity from the Health Centre about certain issues such as letting the PPG and wider public know about call volume numbers, presentation of call volume times and messages from the Health Centre staff being consistent.

Access

Discussion about how different PPG members felt about being able access to the Health Centre and the different services available here. Members suggested that the Health Centre share the number of available appointment slots on any given day for better understanding for patients.

Clarity given about the different appointment types and how they are use (Emergency appointments, same day appointments, pre bookable appointments).

Members asked if some sort of call back system could be implemented.

E-consultation appointments discussed. Some members reported positive prior experiences of using this service. Members suggested better advertisement of the service is and how to access it would be beneficial.

Discussed growing social media presence, use of mobile texting for certain appointments and online access. Concerns raised by members about elderly / not "tech savvy" patients being left behind. Staff discussed the ways in which the practice identify and engage with those patients.

Members suggested that they would like the Health Centre to try and raise patients confidence in the quality of care and appointments by advertising services more efficiently.

Issues around the consistency and clarity of appointment confirmation / reminder text messages were raised and it was agreed the they would be looked into.

Members enquired about the possibility of a walk-in service for patients to access on the day to be looked into. Staff agreed to discuss with other clinicians but also discussed the practical difficulties of such a service.

Covid Spring Booster Programme

Discussion about plans for the Spring booster and who will be eligible. Eligible patients for this booster are patients aged 75 and over or patient who are classed as immunosuppressed (on chemotherapy, taking immunosuppressive medications). No dates for clinics yet as have not received vaccines but practice will be in touch will all eligible patients when clinics are available.

Any Other Business

New HRT service that can be done via text messaging due to be offered by the Health Centre discussed. Members felt a good idea and to see if other services might follow if a success.

Next meeting date to be planned for July with a late afternoon / early evening time slot.