

**Patient Participation Group Meeting**

**18th October 2023 @ 4:30pm**

**The Boardroom, St Peters Hill Surgery**

**Meeting Minutes**

**In attendance**

Julian Da Silva (Practice Manager); Molly Marshall (Patient); Stephen Sumner (Patient); Peter Brister (Patient); Sarah Lamb (Secretary)

* **The Group went over the last meeting minutes.**
* **Peter shared his experience of attending the countywide PPG meeting which was held in Sleaford.**
* **Julian thanked Molly & Peter for attending the recent flu clinic. They had some good conversations with patient’s coming through the door and agreed to attend the next flu clinic. Stephen is also hoping to be available for the next one.**
* **The Practice is aiming to recruit a part time GP (3 days a week) by February. We have also recruited some remote clinicians to carry out asthma reviews by telephone. 1000 patients have been booked in so far over the next 4 months.**
* **The Practice has been affected by several strikes recently and unfortunately Covid 19 is back and some staff have been struck by this meaning some disruption to departments.**
* **The Group discussed the ongoing pro’s and con’s of askmyGP and how it is still a point of contension for our patient’s. Julian informed everyone that there is a way in which we may be able to adjust its functionality so that it is switched off still for routine appointment requests at the usual time, but it could be left on for admin requests, giving patient’s overall more access and flexibility.**
* **The Group agreed the leaflet that Molly had kindly produced in an effort to drive more recruitment for our PPG. We will add the Practice logo to this and have a designated area for these in Reception.**
* **St Peters Hill have enrolled on to a scheme to how better assist/support carers. We want to ensure better access and information for our population of carers. We now have a Carers Champion in Reception (Maddy) and boards in the waiting area. We have also recruited a Social Lincs Worker.**
* **We are 1 of 6 Practices in the UK who have been part of a pilot to help streamline our processes.**
* **Julian and Sarah to update the complaints procedure.**
* **Julian advised the Group that we are still having ongoing issues with recycling and that the company who has been contacted wants us to have 4 bins which is unrealistic as we don’t have the space in the car park. So there isn’t a solution to this at the moment.**
* **St Peters Hill is thinking about becoming an active member of the local Park Run. Peter, Molly and Stephen advised that there are many things like this that might be a bit more suitable for older generations that would be worth getting involved with as well such as walking groups. They will gather some more information on these and send to Julian.**
* **The Group agreed that we should aim for 5 members before we elect a chair.**

**Actions:**

**Recruitment leaflet – completed by end of Oct**

**Carers boards/info – completed by end of Nov**

**Look into Food Bank vouchers – end of Nov**

**Look into local clubs/groups for PPG to get involved with – end of Nov**

**Update Complaints procedure – end of Nov**

**Next meeting 24th January 2024 @ 16:30**