

**Minutes of the Patient Participation Group Meeting held on  
Wednesday 15<sup>th</sup> February 2023 at 1.00 pm – Mansfield Community Hospital  
Seminar Room 1**

**Face to face Meeting**

**In attendance – Rebecca Tate – Practice Manager, Philip, Mike, Jean, Sue, Pamela**

**Apologies: Laurence, Elizabeth, John, Sharron**

**Minutes of the last meeting:**

Rebecca informed the group these would be send via email no paper copy available at the time of meeting

**Matters Arising**

On a welfare scale everyone reported they were fine and well.

**Introductions**

Introductions around the table were made to Pamela who joined the PPG meeting today for the first time, Pamela received a warm welcome.

**On Line Bookings available**

Rebecca reported to the group that on line bookings for future appointments had now been opened up to SystmOnline users. This opened a wider discussion regarding appointments and other issues from group members, the main points being raised:

- The practice notices were direct in how they were worded – not friendly to patients, and didn't explain how to make an appointment post covid
- You could not book a future appointment face to face
- It depended on who you got on reception as to how help or rude they were
- Friends of PPG members had also commented on unhelpfulness

Rebecca apologised and felt disappointed members felt the way they did regarding the above. Rebecca informed the group she would review the posters, have a word with the receptionists and bring the points to the attention of the GPs at the next meeting with them. She was hopeful these issues could turn around.

She explained that some appointments were available to book in future and these weren't just for on line requests but as we were now taking future appointment bookings by phone, by website messaging, and on line requests, as well as urgent on the day requests, these were

limited. Having an explanation of a problem always helps receptionists see how urgent a problem is also. Patients should also be able to book a follow up appointment with a nurse/GP up to 4 weeks in advance.

### **Complaints and Google Reviews**

Rebecca discussed our google reviews and how these had also been disappointing recently, however, complaints had been relatively stable. Setting some actions in the Partners meetings should hopefully improve these.

### **Mask Wearing**

Rebecca informed the group that mask wearing was advised still whilst in with a clinician but in waiting areas this was not compulsory, non-clinical staff had been advised they could stand down from wearing masks in non-clinical areas.

### **Update from Health & Well Being Coach**

Daniel Barke had sent an update with how health and well being is going about the Primary Care Network

We are currently completing case-finding with newly diagnosed fibromyalgia patients but only working with these patients on a one-to-one basis.

We are also having conversations next week with the hospital cardiac rehab team to set-up post-cardiac rehab support. We would also like to look at preventative health coaching and case-find hypertensive/high q-risk patients that we can work with, although unsure at this stage whether that would be in a group or one-to-one setting.

Additionally, Anna, Health & Well Being Coach has had conversations with a local venue about securing funding to deliver in-house exercise classes. These will be group-based and all the patients that we typically support would be eligible. I am hopeful that we would be able to set up a range of classes for various abilities (seated for elderly/frail/limited capacity vs circuits for high BMI's, T2D, hypertensive etc etc.).

### **Flu Update**

This years flu will be done working with Orchard Pharmacy like last year to enable us to concentrate on our nurses being in practice for reviews. We will do a few opportunistic ones in practice if patients have appointments.

### **Self Booking Links**

Since targeting patients who were non-responders to such as cervical screening or for NHS Healthchecks and flu appointments, we had been trialling this and found a really good response to patients clicking on a link from a text message and booking straight in to appointments, this saves the patient time ringing the practice to make an appointment and had obviously served the purpose it was intended for.