

**Minutes of the Patient Participation Group Meeting held on**  
**Wednesday 26<sup>th</sup> April 2023**  
**at 11.00 - 12 pm – Mansfield Community Hospital Seminar Room 1**  
**Face to face Meeting**

**In attendance – Rebecca Tate – Practice Manager, Dr Freeman – GP Partner - Philip-Chairman, Mike, John, Elizabeth Jean, Sue O, Pamela,**

**Apologies: Laurence, Sue H, Sharron**

**Minutes of the last meeting:**

Minutes of the last meeting were agreed as a true record

**Matters Arising**

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

**Introductions**

No introductions required

**Spring Covid Vaccinations**

Rebecca reported the spring covid vaccinations for the certain categories were being undertaken by Orchard Pharmacy for the practice and also some practices of Mansfield North PCN (Primary Care Network). Patients would receive a message from NHS Digital inviting them if they were eligible.

**Feedback on February Action Points**

Based on the February meeting where there were quite a few points raised at the meeting with regard to appointments, staff etiquette and signage around the building. Rebecca had raised these important points at the Partners meeting and with reception staff also and was pleased to confirm the below positive points:

It was clear and acknowledged we have a significant shortfall of appointments in comparison to previous years, this was particularly evident with face to face appointments. It was agreed by the Partners the Partners would come back early on a Monday and Tuesday when we are open until 8 pm to do a short clinic of 9 patients, this would comprise of some face to face appointments which reception only could book when patients come to the front reception desk and are clearly struggling or have no on line access to on line appointments or not able

to use the Contact Us form on the website this would start the following week. A few of these would also be available for online patients who wish a face to face appointment. Both on call GPs would also stay on until 6.30 pm to allow this to happen.

The posters in reception were taken down immediately and replaced with more friendly, more informative information in and around the practice.

Rebecca had also had a meeting with Imran at Orchard Pharmacy to see about using the pharmacy to carry out a Community Pharmacy Consultation Service – Dr Freeman explained this was in the early stages but this service offers appointments for acute illnesses, such as sore throats rashes, bee stings, congestion, ear problems, conjunctivitis, skin problems, some swellings. This would take away the need for our GPs to see these minor illnesses so the GP could see other less acute problems.

Group members were pleased they had been taken seriously with the above and that some progress had been made to answer the questions. We would keep these discussions on going for further feedback and improvements.

### **Other Positive Feedback**

A couple of group members had experienced good care with examples of 111 referring back to the practice and the GP contacted the patient back within 10 minutes. Another member had used the pharmacy service and reported it had worked well.

Another had seen one of our PCN physio for a shoulder problem and had been really pleased with the outcome.

### **What would Members like and wish to get from the PPG Group Going Forward?**

It was felt the group needed to engage more with the patients again since coming out of covid – ie we used to have coffee mornings, PPG satisfaction surveys etc. Members were keen on the idea of engaging to try and get our PPG group more established again with a wider network of demographics, they also felt we could do some promotional days to link the two together.

It was felt the groups members would like the GP expertise areas updated on on to the website also.

Rebecca thought it may be a good idea for voluntary action to give a chat to the group to then see if we could set up a pop in session for patients to help them with areas such as carers, befriending, bereavement, various health topics and to get some dates together where this could be advertised. members were in agreement they would like to help with this.