**Musters Medical Practice Patient Participation Group (PPG) meeting**

**5th October 2021 6-7.15pm via Microsoft Teams**

**Attendees**

Paul Midgley (PM - chair), Mike Prior (MP), Christine Jones (CJ), Janet Coleman (JC), John Burnett (JB), Jane Morris (JM), John Prestage (JP), Petra Westlake (PW)

**Apologies**: Tom Wedgewood, Wanda Martin, Helen Neville, Barbara Worts, Louise Duffield

1. Welcome, introductions
2. Minutes of last meeting – no amendments, minutes accepted.
3. Review of action points from August meeting:

QPDM: due to be held on 21st October, has had to be cancelled as the day needs to be used to vaccinate people in care homes with their COVID booster.

Newsletter: Draft ready, awaiting photo of Maneeka (new salaried GP) and information on further flu clinics and covid vaccinations provided by the practice/in Embankment PCC (starting next week). Pfizer vaccine so need new super-cold fridge for storage. Will be kept in the Health Education room. Extra flu vaccinations will once again be required this winter so more clinics will be required. **ACTION: CJ to provide above to LD**

Facebook page: CJ has set it up but would appreciate support. **ACTION: LD to be asked to meet to advise. JP also volunteered to support. ACTION: LD/JP to be made an admin on the Facebook page so they can add content.** JM suggested aim to post something every month using events calendar as a prompt for ‘interesting moments’ to promote. **ACTION: CJ to schedule monthly Facebook updates.**

NHS App: fewer questions now being asked of receptionists than before.

**ACTION: December PPG – theme of communication and setting up a plan for 2022 (and there is budget with RAPID that we can bid for to support PPI activities.**

1. **Practice Update (JP)**

Staff: Now have 3 GP registrars (currently all ST1 grades so in first year of training). Need q a lot of support from the 2 GP trainers. But overall provides more appointments (they only do f2f). They don’t know UK/NHS when they start as all graduated overseas but are getting there.

Other staff: Clinical Pharmacist – run their own appointments, do many of the scheduled medication reviews. Physio: fully booked and now developing a waiting list, v popular. The Social Prescribers are also proving popular with female doctors and patients mostly.

JM: Can she discuss with MMP/JP/CJ using digital health prompts with the social prescriber team and for the MMP aligned care homes (TEKI is the kit used by Connected Notts, JM leading a project on this).

JB: Lewis Parker (Rushcliffe BC health link worker) and Morgan Sharp ((Team Leader, Social Prescribing) have set up an Engagement Group for S Notts run by the Social Prescribing team to connect together all the local voluntary groups like JB’s Diabetes Support Group.

New role: Physician Associate, starting soon. Will also take some appointments.

Space is becoming an issue now with all the new roles and consultation options. The coffee bar area is being converted into flexible consultation rooms for use by e.g. Social Prescribing link workers for confidential discussions.

Appointment options: Reception are not always offering phone option, instead asking people to wait for f2f when patient didn’t need it (says JM). **ACTION: CJ to reinforce to offer the choice.**

**Patient Survey**

CJ has changed slightly to put all key questions on front sheet (as many didn’t fill in 2nd sheet). 150-200 have been completed, mostly at the flu clinic. Feedback – many people do want option of phone appointment. Patients happy that a safe environment is being provided. **ACTION: CJ to email survey to PPG and put on practice website, with a link on the Facebook page to the website survey**

**25th Sept Saturday Flu Clinic – including PPG support**

Went well, patient flow good, very orderly. Next clinic 9th October – will reduce appointment time to take more people as 25th clinic could have done more safely (allowed 4 mins per patient per jab).

PPG feedback on surveys and NHS App/PKB support: Flow worked well, one out front with PPG banner, receptionist in foyer asking COVID safety questions, and both handing out surveys, other in room 7 answering App/PKB questions. JM used leaflets to help people who needed help downloading the App or PKB. JC did the surveys and asked if people had the app, most didn’t want to engage or already have it.

9th October Flu clinic changes based on above: Cannot have room 7 as being used for flu jabs so PPG rep will be in coffee area. Advise only need one person, maybe just have a receptionist in the foyer doing Covid questions, handing out surveys, and saying we can answer App questions after your jab, and pointing patients to PPG area. JB will do early slot, JM later slot. 3 receptionists will support.

1. **Standing items**

Patient access including digital – see above

Patient communication including digital – see above

PCN feedback/other relevant info from other external groups – not covered

**October Focus topic**

Feedback/actions from communications sub-group held at Portello Lounge on 7th September. CJ, JM, JC, JB, PM had a very productive hour – led to newsletter and vaccination clinic support so see above.

**Potential Focus topics:**

* Type 2 diabetes/other conditions likely to increase as a result of lockdown – what are the practice’s contingency plans?

*ACTIONS SUMMARY:*

1. **CJ/JP** to gain agreement from Partners re: use of NHS App, Facebook, Newsletters, website revamp etc as part of the patient communication strategy.
2. **CJ** to provide Maneeka photo, flu clinic dates and COVID booster information to LD for newsletter
3. **JM:** to check re volunteers need to be DBS checked to do patient facing activity like talking about PKB/Notts NHS App
4. **LD** to be asked to meet CJ to advise on Facebook use
5. **JP** also volunteered to support CJ
6. **CJ** to make **LD/JP** admins on the Facebook page so they can add content
7. **CJ** to schedule monthly Facebook updates
8. **CJ** to reinforce with reception team to offer the choice of face to face OR phone appointments.
9. **CJ** to email survey to PPG and put on practice website, with a link on the Facebook page to the website survey

**NEXT MEETING**: 7th December 2021 6pm-7.30pm face to face in upstairs meeting room (subject to COVID situation etc). Invitation already sent out. Bring cake!!