

Present:

Patients: Ted (Edward) Patten
Liz Wilson
Mei Lin Li
Angela Dietrich
Philippa Jackson
Anne Marks-Maran
Garry Harper
Gerry (Geraldine) Matthews
Felicia Ogunleye

Practice Staff: Dr Judith Littlejohns (interim chair)
Dr Emma Hawkins
Ruth Waring – Practice Manager (virtually present)
Wilma Bol – Social Prescriber / Wellbeing Link Worker (minutes)

Apologies: Elisabeth Crafer
Vanessa Wills

Welcome & Introductions

Minutes last meeting

Accepted

Ground Rules

Ground Rules as amended in last meeting Accepted

Constitution

Constitution as amended in last meeting Accepted

Name of the group

Agreed by voting: **Mission Practice PPG** (Patient Participation Group)

What the PPG can focus on next:

It seems there is no shortage of issues to tackle. We discussed what is realistic, and it would help to know what people are passionate about. (see picture of flipboard) We can divide up in subgroups that meet and act in between the sessions. Suggested areas to focus on as a PPG:

TECHNOLOGY:

- Different apps, changes in technology, booking systems. Not only patients but staff need to be updated too
- Accessibility to tech: inequitable access to the practice due to digital exclusion
- E-Consultations: tips on how to use, communication about what happens with them, what to do if you don't get a response? (as raised by Angela – Judith to research as our policy is to get a response in 48hrs)

PHONE

- Long waiting times
- How to cancel an appointment - in the past you could cancel when calling at 8pm

Within hopefully 6 months' time, we will have a new phone system. The PPG will review the phone script for the new system.

COMMUNICATION:

- How do we build a better relationship with our patients, ensure their questions are answered, they know how 'the system' works. What access do they have to services in the surgery and borough wide (ie why no physio in our surgery, can you get a visit after calling 111 instead of going to A&E). How do patients know we have pharmacists, paramedic (now Advanced Clinical Practitioner).
- Ways to communicate: Website (log in system?), Newsletter (can this be produced by PPG?)

Possibly discuss next time:

- Consent to share each other's email addresses/contact details
- Set dates for Mission PPB Meetings 2023 (bimonthly?)
- How to engage patients who can't make it to the PPG?

Agreed:

- Philippa will volunteer to prep tea & coffee at 9.45am (and cake? Thanks Philippa!)
- Pharmacist welcome to explain their role, but not at next meeting yet
- Next meeting date agreed 2 December 10am (preferred over 9.30am start)
- To stick to a time/day for meetings for a year, for consistency

Actions

- **Ruth** to send out minutes
- **Ruth** to send text/email reminder a few dates before meeting (+ zoom link so people can join remotely)
- **Ruth** to print off telephone script to review – unlikely to be available for next meeting, so to add to future agenda
- **Ruth/Emma/Judith** to share data/info next time about access to the practice (how number of appts/day are decided, number of e-consults etc.) technology and 'how the NHS works' (including change from CCG to ICB)
- **Judith** to look into concern raised by Angela about 3 consecutive e-consults not being picked up

Next meeting:

2 December 10am

