

Present:

Patients: Jacky Frost
Mei Lin Li
Philippa Jackson
Anne Marks-Maran
Garry Harper
Gerry Matthews
Felicia Ogunleye
Liz Wilson

Practice Staff: Dr Judith Littlejohns (interim chair)
Dr Emma Hawkins (Minutes)
Ruth Waring – Practice Manager

Apologies: Wilma Bol

Welcome & Introductions

Thank you to Philippa for bringing biscuits

Minutes last meeting

Accepted

1. **Dates** – dates agreed for the coming year are 28/4/23, 23/6/23, 22/9/23, 24/11/23. Anne apologised for not being able to make the April meeting.
2. **Consent to share email addresses within the group**- general agreement that everyone happy to share emails but to please let Ruth know if you do not want your email address to be shared. May and Felicia would also like documents sent to them in the post.
3. **How to engage more patients in the PPG?** Various suggestions were made including a poster in the waiting room (being prepared); website update (on website already); annual text inviting patients to join (Ruth to address this); Newsletter option; doctors to ask patients directly; text to be sent with a link to the PPG part of the website; targeted text messages to mothers with children at school who may be able to join on Friday mornings after school drop off; targeting for wider representation eg local somali group and local Bengali group (Wilma to look at this); consider changing the June date to an evening time so that others may be able to come (to discuss in next meeting).
4. **Healthwatch** engagement- Dr Littlejohns to invite the local representative in to talk with PPG
5. **Working groups**- staff and patients working together will help to change things. There are already some QI projects in action in the practice: triage, website, long term conditions, immunisations, smears, phones.

We discussed these different work group ideas

WEBSITE: may be useful to provide more information on the website, Eg how to download NHS app for repeat prescriptions, how to order a fit note etc.

LONG TERM CONDITIONS: would be useful to have a patient voice when considering this pathway. Systems can cause problems particularly with respect to blood test ordering so this could be looked at in this focus group.

IMMUNISATIONS: Issues with shingles vaccination and pneumococcal vaccination which may be showing holes in our system.

PHONES: moving forward with the new system but is a very slow process, No date yet. PPG could help with messaging and ideas about set up once new system installed.

Concerns about how people with autism are accessing services. Concerns about not being able to book appointment at the front desk. Concerns about how to avoid the 0800 system when your query is not urgent. Concerns about the

pharmacy team not contacting a patient back when they said they would. Concerns about protecting the staff who are under a lot of pressure. These concerns showing that biggest concern here is ACCESS and we should have a working group for this too. Concerns about need for continuity (especially for certain groups of patients) versus need for second opinion,

It was agreed that Ruth will send emails to our PPG that should be responded to – asking for volunteers for the different working groups. Need to make sure we give more information about the groups. Eg what type of conditions are included in the long term conditions, what immunisations we are talking about etc

PATIENT SURVEY RESULTS

Ruth presented the most recent patient survey results that our access is not great but is on a par with the rest of the ICB and a little below average nationally. 'Patient choice of appointment' was our lowest and may be because we have a team that triages calls to the most appropriate service available. The triage working group will be looking into this.

Appointment experience was much better- in the 80-90% range which is really good.

Ruth to put this result on the website and in the waiting room.

[List of QI projects enclosed / attached](#)

Next Meeting: Friday 28th April 10am