**Patient Participation Group**

**Meeting Minutes**

**Wednesday 19th October 2022**

**Attendees**

Debbie Beels – Operations Officer at Practice

Michael Vesey – PPG member

Debra Clayton – PPG Member

Marjorie Benson – PPG Member

Oluwatomi Omole – PPG Member

1. Welcome and Introductions
2. Business of the PPG - DB stated that we had no volunteers to be the Chair of our PPG as a result of the previous correspondence. She agreed to send out the request one more time to allow people to come forward for the position. *This person will be responsible for arranging and chairing future meetings, agreeing agendas, arranging for minutes to be taken, contacting members and generally being a bridge between the practice and the PPG.*

It was also agreed that the formal meetings will take place every 6 months going forward although there may be contact between these meetings if required.

1. Social Media - DB informed the group that we now have a presence on Facebook, Instagram, and Twitter. Some members are active on social media and used the QR codes on the posters in the waiting area to follow us. They thought that social media was another good way to communicate with patients and would work well for a section of the practice population. DB informed them of some of the ideas for campaigns going forward and the members felt that this would be positive.
2. Online Access – DB explained that we were looking to increase access to patients’ various online options including using the NHS Appt to book appts and order meds, Video appts through Livi and online triage through our website. All agreed that this was a good thing for some patients but wanted to ensure this was in addition to the traditional methods of booking an appointment and consulting with the clinicians. DB assured all members that any online option will only ever be in addition and that phone access will remain. Those who can and want to use the other methods can do so which would free up the telephone lines for those who do not wish to go down this route. All agreed this would be a positive thing.
3. Patient survey - discussed the results of the recent Patient Survey. All PPG members were given the results and we discussed the following

* Access to appointments - DB discussed the different services we had available and some of the additional appts types we had. It was agreed that patients are not always made aware of these. DB will speak with Mike Neville and Jo McElroy to ensure staff are giving patients all alternatives. PPG members would also like to see an increase in the number of face-to-face appts available along with additional appts available to book in advance. DB will assure members that she will report all discussions back to Mike Neville.
* Rude receptionist – we had a discussion around this. DB tried to explain some of the reasons why reception staff may ask the questions they do and give the responses they do. Discussed different services and the availability of GPs, rooms etc. All agreed that rudeness is NEVER okay, and DB informed that all staff were booked onto a “Managing Difficult Situations” course. Training and development will be ongoing for staff as will quality checks
* Waiting room – a member of the group discussed reading materials for the waiting room. This led to a discussion around Infection Control during and post Covid. We will reintroduce reading materials when safe to do so. It was discussed in the previous meeting that PPG members would like to see the reintroduction of the photographs of clinicians and would like admin added too. This was helpful and also gave an open feel to the practice. They also felt a sign about the PPG would be useful too.
* It was agreed that we would discuss survey results further at our next meeting.

1. AOB - None