**Patient Participation Group Meeting – Monday 11th December 2023**

**Attendees**

Joanne Mcelwee Practice Manger – JM

Dr Rachel Bloomfield GP Partner – RB

Nicola Hyde Reception Supervisor – NH

PPG Members – CF

TB

MD

GL

**Introduction**

Attending members of the Patient Participation Group and Staff introduced themselves for the benefit of those who weren't in attendance of the last meeting.

**Minutes of the previous meeting**

The minutes of the previous meeting held on 11th July 2023 were emailed to the attendees prior to the meeting and it was agreed they were accurate.

**Updates and Goals from previous meeting**

JM updated the meeting regarding the previous goals as follows :-

* She informed that the New Nurse Practitioner had been appointed and had started working at the Health Centre every Tuesday and Thursday.
* The clock had now been put up in the Reception area.
* We are waiting for funding to purchase the high back chairs.
* The update of staff members on the website had not been completed due to the Health Centre's website upgrade that is happening soon and there were additional staff members joining.
* The Physiotherapy questionnaire that had been mentioned at the previous meeting Jo informed the meeting that it had been sent out by the Physiotherapy Department and not the practice.

**Agenda items and Updates**

**Practice Telephone Data**

We now have a program installed that generates data on the phone system usage. This data can be broken down into :-

* Hourly, daily, weekly and monthly information
* Individual extension incoming and outgoing calls
* Answered calls and abandoned calls
* Time waiting and length of calls

JM presented this data to the group. JM also informed the attendees that the staff are currently running a survey this week on the phone system of when and why patients ring. The information gathered on this survey will help find areas where the phone system can be improved.

The attendees agreed that the data presented was encouraging.

JM is currently looking into whether a call queuing system would or would not be ideal for the practice. TB asked if the phone message could be kept up to date and concise. NH informed that difficult to find a balance for the message not being too long but having all the relevant information for patients ringing but It was agreed for NH to check the phone and update the phone message every 2-months

**Practice Website**

JM updated the meeting regarding the new website. There are NHS guidelines for Practices to use and this will be incorporated into the new website. The new website will be more user friendly and will have information and links to items such as how and when to use e-consults and accessing the NHS app. The website will take 14 days to build. There will be soft launch for the practice then a full launch of the website for the patients.

GL volunteered to be the "secret shopper" to look at the website once launched and feed back any information to the Practice.

E-consults we discussed. The attendees queried the use and how to access e-consults. JM shared data around the numbers and what e-consults are used for. Attendees suggested that this information to be shared on the screens in reception. JM will action this. The attendees also asked about the percentage of consultations were e-consults. JM will source this data.

**Patient questionnaires**

JM informed the meeting that data is collected monthly from the patient and family questionnaire. The feedback has been positive. If we receive poor review Jo often tries to follow this through but this can be difficult as the questionnaire is anonymous. It was suggested if there could be an amendment to the questionnaire where patients could add their information. JM is going to look at adding this in but did inform the attendees that as the data is looked at on a monthly basis the patient may not be contacted straight away and she wouldn't want the patient to feel they are being ignored.

**Flu and Covid Campaign 2023**

This season's Flu and Covid Vaccine campaign results for over 65 year-olds and vulnerable groups were as follows :-

3000 Flu vaccines had been administered which is 90% of the target group

3128 Covid vaccines had been administered which is 90% of the target group

**Any Other Business**

TB asked if one of the television screens in the reception could be dedicated to just essential clinical information. It was agreed that this was a very good idea and will be passed to the Admin staff responsible for the screens.

CF asked if it would be possible if a guide for blood pressure readings could be left with the blood pressure monitor. It was explained that this is quite difficult to do as there lots of different factors that are taken into account when looking at individuals blood pressure but we would look into this.

CF asked if there was any way that we could inform patients when their blood results are normal. RB explained that again this would be difficult to do as it would take a lot of time and generate a lot of work. It was explained that this is something patients can view on the NHS App and that the practice would do another drive to try and get as many patients as we can using the app. We would also enquire what the Practice Nurse say to the patients about results.

CF raised concerns about communications between the hospital and the surgery regarding changes to medications and new prescriptions and whose responsibility it is to monitor this. It was explained that all new medications are issued for only one month supply and not put on as repeat initially. When the patient requested more this would then be passed through to a Clinician to prescribe and monitor. If the patient was started on treatment for ie Hypertension they would have a recall added to their medical notes to have monitoring bloods done annually.

Date of next meeting March 2024 exact date to be confirmed