**George Clare Surgery Patient Participation Group Meeting Thursday 20th July 2023 17:00**

**Present from George Clare Surgery:** Melissa Morley (Practice Manager)

Present from PPG: Julie Pope (PPG Chair) & Ron Hodson

**Agenda:**

* Update on room conversation
* Access plans from 31st July
* Flu plans

1. Our room conversion is on track to have the space clear for w/c 31st July for the builders to start converting our meeting room into 2 clinical rooms and a storage space for our Nursing Team. Our new record storage area is nearing completion in the previously, Children’s area, of the waiting room with the painter coming this weekend.
2. A power point presented to practice staff was shared with members of the PPG outlining the Practice plans from 31St July 2023. We carried out an in-house audit over 2 weeks of the number of on the day appointments needed. We found that we needed around 30 appointments a day and have therefore safety netted this at 40 initially and can tweak accordingly. All other appointments every day will be prebookable both by Reception or patients online, at 3,5 7 and 10 day intervals. Our Reception Team, when we are at capacity, with the support of the Emergency Clinician, will be advising patients if their problem is not urgent for the day and advising to book a routine appointment or being redirected to a more appropriate service. In order to provide continuity of care we will try and ensure all patients are follow-up by the clinician requesting the investigations where possible. Our Reception Team have a script for advising patients when we are full and also when receiving both verbal and written complaints regarding appointment capacity which as a practice we will be following on the advice of Cambs LMC. Following making our changes we will carry out a further audit in 6 – 8 weeks and providing we are continuing to see benefits from the changes we have made, we will plan to open AccuRx for a capped number of routine appointment requests daily. Our Reception Team are going to be undertaking additional care navigation training and we are going to be promoting more self-care where appropriate. Our rotas will be adjusted day by day to ensure we have the correct number of on the day appointment slots but all other appointments will be prebookable.
   * 1. RH raised it would be interesting to review the DNA stats for the 10 day prebookable appointment slots.
3. Flu Clinic Plans are underway and we hope to run clinics on Saturday 30th September and 7th October. It is unknown at this stage plans surround COVID-19 vaccinations. Weekday clinics are also being preplanned with our Nursing Team.

AOB:

* Julie Pope raised that patients with medication queries are not receiving an SMS advising if the request has been approved. Melissa Morley will investigate and feedback at the next PPG Meeting
* Julie Pope has created a GCS PPG Facebook page and hopes to have this go live over the next week and requested a photo of the surgery along with any promotional information to be sharing. Melissa Morley will send some information along with a photo to Julie.
* Ron Hodson raised if lack of attendance at PPG Meetings is due to the time of the meeting and the meetings not being face to face. In the hope to try and rebuild up the PPG, it has been suggested that the meetings change to face to face, even on a rotational basis but at a later time of 19:00 – 20:00. Melissa Morley will discuss with the Partners and any issues feedback to the PPG.

**Date of the next PPG Meeting: Thursday 14th September face to face 19:00 at George Clare Surgery**