Patient Participation Group minutes

21st November 2019

Key Notes and Decisions

Present: Julie Pope, Ron Hodson, Richard Angood, Joan Watson, Janet Mandley, Edward Croucher & Sharon Roberts.

Drs: Shirin Howell & Angela Stevens-King

Practice Staff: Melissa Morley Practice Manager, Tanya Claridge Clinical Manager & Joanne Carr Practice Nurse

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| First meeting following recruitment evening. This meeting was to discuss the PPG moving forwards, a volunteer to chair and a volunteer to secretary to type minutes and prepare agendas. The surgery also had some discussion points they wanted to raise with the group.Introductions Melissa Morley started off by thanking everyone for attending following the recruitment evening and explained that moving forward we would like to have an active PPG that the surgery can work with positively and for the patients to contact the PPG with suggestions and feedback. Julie Pope volunteered to be chair for the first 3 months. Melissa Morley & Tanya Claridge agreed to take minutes and prepare the agendas until the PPG has established and there is a volunteer for secretary.General discussion regarding the surgery. Suggestion of trying ticket numbers to enable patients to come in and take a ticket rather than waiting outside in the queue early mornings. This would still enable patients to see the GP of their choice as Reception would call the patients to the desk by ticket number. The number of tickets available would depend on the number of appointment slots that morning. To be looked into further and discussed at the next PPG meeting. Dr Angela Stevens-King shared figures regarding our surgery population and that the number of registered patients has not changed much over the years but demand and expectation has. The question of patient education was raised and the surgery does feel some of the demand could be eased by patient education but also communication and understanding. Patients can see Nurse Practitioners, the Minor Injuries Unit and Minor Eye Conditions Services for a number of problems which helps ease the appointment availability. The surgery has successfully recruited two new GPs to replace Dr John Szekely following his retirement and we are currently recruiting to replace to Dr Alexandra Glen and are hopeful that we will fulfil this position. PPG communication: Ron advised that previously the PPG used a gmail account to communicate and was happy to share the PPG email address with a member of the group in order for us to communicate with active and virtual members. Melissa or Tanya to obtain PPG email account details from Ron in order to circulate information. The surgery is currently experiencing a significant increase in demand. In order to try and help with demand the surgery wanted to discuss the groups thoughts on issuing a patient alert due to winter pressures to inform patients that we were making temporary changes to the appointments system to see if this helped ease the pressures. A copy of the proposed alert is attached. This was discussed and approved and the results of this implementation are to be discussed at the next PPG meeting. A copy of this alert is to be displayed in the following places: website, surgery and Facebook.The group asked if it was possible for the following to be looked into prior to the next meeting:* Clinic times to be displayed on the TV informing patients if the Clinician is running behind
* Call board to not change as quickly

Melissa and Tanya to circulate agenda prior to the next meeting. **Date of next meeting: Thursday 16th January 5pm at George Clare Surgery** |