



MEETING: Patient Participation Group
DATE: Tuesday 25 June 2024
TIME: 6.00pm
VENUE: Meeting Room, Mayford House Surgery

RECORD OF MINUTES

Persons Present

Nicola Tallentire (Practice Manager) **NT**
Josh Parker-List (Deputy Practice Manager) **JPL**
Dr Ailsa Mitford (General Practitioner & Practice Partner) **AM**
Four substantive members of the PPG were also present.

Para. No.		Action Owner
	The start of the meeting had been brought forward 30 minutes to allow participants the opportunity to return home in time for that evening's 8pm Euro 24 match.	
<u>1</u>	<u>Welcome and Introductions</u>	
1.1	The Chair welcomed everyone present to the meeting.	
<u>2</u>	<u>Apologies for Absence</u>	
2.1	Two substantive members of the PPG had earlier tendered their apologies for absence.	

<p><u>3</u></p> <p>3.1</p> <p>3.2</p> <p><u>4</u></p> <p>4.1</p> <p>4.2</p> <p>4.3</p> <p>4.4</p> <p>4.5</p> <p>4.6</p> <p>4.7</p> <p>4.8</p> <p>4.9</p> <p>4.10</p> <p>4.11</p> <p>4.12</p> <p>4.13</p>	<p><u>Minutes of previous meeting dated Monday 25 March 2024</u></p> <p>These had previously been circulated.</p> <p>The minutes were agreed as a true record of the meeting.</p> <p><u>Matters Arising from previous meeting.</u></p> <p><u>Minute 4.4 – Website Feedback</u></p> <p>This was to be addressed as part of Agenda Item 6 for this meeting. DISCHARGED</p> <p><u>Minute 4.10 – Telephony Feedback</u></p> <p>Some PPG members related recent instances when they had cause to utilise the telephony system and these interactions were positive.</p> <p>Patient and staff feedback has also been largely positive.</p> <p>As awareness and familiarity increases, so it is felt the system will continue to improve and deliver the efficiencies and high quality of patient service it is intended to. DISCHARGED</p> <p><u>Minute 4.12 – e-Consult Navigation Tool</u></p> <p>This was also to be addressed as part of Agenda Item 6 for this meeting. DISCHARGED</p> <p><u>Minute 5.18 – Practice Mission Statement</u></p> <p>As part of a review, a draft update of the current Practice Mission Statement had recently been circulated to the PPG by NT, with further suggestions invited.</p> <p>A number of suggestions were discussed at this evening’s meeting.</p> <p>A Partners’ meeting is next due to be held in August, where the Mission Statement will again be discussed.</p> <p>A proposed final draft will then be compiled and circulated in advance of the next PPG meeting in September. Ongoing</p>	<p>NT</p>
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4.14	<u>Minute 5.24 – Community Mental Health Services</u>	
4.15	NT confirmed that the PPG suggestions had been forwarded to Zoe Battersby. DISCHARGED	
4.16	<u>Minute 5.28 – Reception Noticeboards</u>	
4.17	The various reception noticeboards were all displayed with appropriate content, however the PPG board was still absent of any pertinent material.	
4.18	The Practice website contains detailed information about the PPG, the objectives and how to contact the group, and it was discussed that this is realistically the only material suitable for the board, along with recent meeting minutes.	
4.19	To be progressed in slower time outside of the meeting. Ongoing	PPG
4.20	<u>Minute 6.3 – Satisfaction Texts</u>	
4.21	JPL confirmed that all text responses are reviewed external to the surgery by the ICB and feedback actioned by the surgery as and when issues are raised. There is little influence the surgery has to focus the questions. DISCHARGED	
4.22	<u>Minute 6.6 – Virtual PPG</u>	
4.23	A desire to establish the healthy status and regular contact with the Virtual PPG had been raised.	
4.24	JPL stated he would first need to verify the list of participants to validate their ongoing status as existing members. It was unclear whether PPG minutes were still being sent out.	
4.25	Those on the list, as far as the Practice was concerned, will be contacted and asked to again confirm their existing opt in. This would provide the required interim audit and allow the Virtual PPG to be updated and re-energised.	
4.26	The only action required thereafter was to ensure members receive prompt access to minutes, ideally before any are attached to the PPG noticeboard, for example.	
4.27	ACTION: JPL to contact Virtual PPG members to establish whether they still wished to participate.	JPL

4.28	ACTION: JPL to establish a recurring administrative process to ensure adopted PPG minutes are promptly circulated to members of the Virtual PPG.	JPL
4.29	<u>Minute 6.12 – Text Communications</u>	
4.30	NT confirmed the process of general texts circulated to all patients had been reviewed. The opening content on any such text would now make clear it was a text for general information/circulation only, and not a personal text to the individual recipient.	
4.31	In the event of further issues being raised, this can be reviewed. DISCHARGED.	
<u>5</u>	<u>Practice Update</u>	
5.1	<u>Staffing</u>	
5.2	A new Practice Nurse had recently been appointed (see Minute 5.8 of previous minutes), who will work Monday, Wednesday and Friday each week.	
5.3	A new Dispensary Assistant has also recently joined the Practice and will be fully qualified to dispense in the next month or two.	
5.4	A member of staff has recently been promoted to Dispensary Manager to cover for maternity absence.	
5.5	A new part time member of Reception staff will join the Practice on 8 July.	
5.6	A recruitment process has also commenced for another member of Reception staff due to an impending departure being notified to the Practice.	
5.7	<u>New Clinical Room</u>	
5.8	Recent building work to the staff room had generated an additional clinical room upstairs within the Practice.	
5.9	Care Co-ordinators also now have their own base from which to work.	
5.10	<u>Dispensary Telephone</u>	
5.11	The line is now open for an hour between 1pm and 2pm.	

5.12	<p>Whilst CQC guidance is not to have a telephone line into the dispensary to avoid the potential for errors being generated in medication preparation, the Practice is aware that many patients (particularly the elderly) are not as comfortable with IT or as mobile as desired, thereby placing them at a distinct disadvantage.</p>	
5.13	<p>The Virtual Receptionist (VR) system can also now be used to request repeat medication, and whilst ideally the VR and IT routes are the preferred methods to manage demand, this newly implemented option will remain under ongoing review to ensure it is delivering to expectations.</p>	
5.14	<p>Paper prescriptions are still available which may be taken elsewhere, if preferred, but a physical request must be made for each item on repeat as opposed to simply dispensing repeat prescriptions automatically.</p>	
5.15	<p>AM explained how proud the Practice was to now have its first patient participating in a major national study being conducted by Astra Zeneca. This study is to establish whether there are any links between respiratory conditions and heart disease.</p>	
5.16	<p>Our patient is the 5th in the UK to be invited onto the study.</p>	
5.17	<p>Inclusion onto another separate study has since been offered to the Practice, and it is felt this shows the high levels of confidence placed in the Practice.</p>	
5.18	<p><u>Care Navigation</u></p>	
5.19	<p>This is considered to be working very well in the Practice, and helps to support the NHS.</p>	
5.12	<p>Nationally, Care Navigation has provided 60 million more appointments to the NHS than pre-pandemic, and such work is now also being better recorded and analysed.</p>	
5.21	<p><u>Practice Telephone System</u></p>	
5.22	<p>The new telephony system is proving to be a very effective tool, providing a much better patient experience along with detailed analytical data around issues such as demand management and queueing times, which in turn then helps inform staff rotas, for example.</p>	
5.23	<p>A question was raised by a PPG member, concerning 'what if a patient wants to see somebody other than the appointment offered', such as a different doctor who was fully conversant with their ongoing medical issue?</p>	

<p>5.24</p> <p><u>6</u></p> <p>6.1</p> <p>6.2</p> <p>6.3</p> <p>6.4</p> <p>6.5</p> <p><u>7</u></p> <p>7.1</p> <p><u>8</u></p> <p>8.1</p> <p>8.2</p> <p>8.3</p>	<p>It was explained that would usually be facilitated but, for the benefit of the staff affected, the request would be explored at the time the appointment was being generated. Nevertheless, where possible, the request would be met but this may involve a delay.</p> <p><u>Website Feedback and e-Consult Navigation Tool</u></p> <p>On the basis of the updates provided at 5.18 and 5.21 above, the outstanding update requested at 4.7 above has now been discharged.</p> <p>Feedback submissions concerning the website had been received from members within the PPG and these had proved very useful from the patient experience perspective to aid navigation to specific areas.</p> <p>Certain requirements had since been made of the website designers to incorporate the amendments. Some had been successfully integrated whilst some other topical areas are still being worked upon.</p> <p>Minute 4.1 above, was now also discharged.</p> <p>It was suggested that a video could be created on how to navigate around the site, and this could be available on the front page of the website itself.</p> <p><u>Any Other Business</u></p> <p>None was submitted or discussed.</p> <p><u>Date and Time of Next Meeting</u></p> <p>Wednesday 11 September 2024 at 6.30pm.</p> <p>The December meeting would now be Wednesday 11 December at 6.30pm.</p> <p>There being no other business, the meeting was concluded at 7.30pm.</p>	
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