

High Field Surgery (HFS) Patients Participation Group (PPG) Meeting Minutes

Location:	High Field Surgery
Date:	7 March 2023
Time:	11:00
Attendees: (Patients)	Graham Burns (Chair) (GB)
	Barry Anderson (BA)
	Linda Robinson (LR)
	Liz Rezvani (LRz)
Attendees: (Surgery)	Mike Holmes (Practice Manager) (MH)
	Dr Helen Poulter (HP)
	Kayleigh Burton (Practice Secretary) (KB)
Apologies:	Caroline Anderson (CA)
	Natasha Pyne (NP)

Agenda	
Welcome and introductions	GB
Review previous minutes <ul style="list-style-type: none"> • Minutes agreed and actions complete 	GB
Surgery update	MH
Practice Newsletter	All
Recruitment of new PPG members	All
Any other business	

Surgery update

Access:

- Since last meeting, as expected, the surgery is in a better place regards to next available appointments with GP's and Nurses
- Due to recommence busy period 1st April – Occurs yearly and is to recall patients with long term conditions

Spring Covid campaign:

- High Field Surgery are not delivering spring boosters
- Vaccinations to be initially offered to 75+ and patients can book into local vaccination centres
- Home visits will be covered by LCH

High Field Surgery Newsletter Items:

- An advert to recruit new members of the PPG including minority groups – give information on how to join
- Advertise additional roles offered within Primary Care (Physiotherapists, Pharmacists, Health & Wellbeing coaches, Physiotherapists, Social Prescribers, Dieticians, Podiatrists) and explain how these can be accessed and why they should be utilised

- Online services – what different platforms patients can use including econsults via website, NHS app, SystemOnline
- LrZ suggested specific categories for women’s health, men’s health and children’s health including information about cancer screening programmes

(MH would appreciate patient feedback on the current econsult provider and then on the new econsult platform which goes live in April).

Recruitment of PPG members

The PPG group has looked into ways to recruit new members. The main issue of recruitment is advertising the group. GB asked if we could have some information on the TV waiting room, MH advised that we already advertise this but we can advertise it more frequently on the rotation of adverts on the TV.

- High Field Surgery’s catchment area was raised by GB to see if flyers could potentially be handed out in local charity shops/retail shops. The catchment area was discussed with a view of potentially speaking to local charity shops etc.
- Bulk messaging was queried as a way to advertise the PPG. MH explained that we can no longer do this due to data protection.
- High Field Surgery can add messages to prescription counter foils and MH explained that we routinely change our counter foil message.
- GB queried about recruiting minority groups and asked if we have data on different demographics. MH confirmed we can pull data
- GB offered to come to the surgery and speak to patients about the PPG and distribute flyers and asked if other members could assist.

Any Other Business

- GB will see if someone at Asda marketing can explain planned communication for closure of ASDA Pharmacy
- BA will share the communications he has received from Regional Director of Primary Care and Community Services, NHS England - North East and Yorkshire Region:
- LrZ Is there a protocol for GP’s to check in on patients who have been discharged from hospital HP – The hospitals are contractually obliged to arrange discharge care. All patients will have a discharge plan and the practice will be advised of any requirements for us. NHS Data which showed that some patients are not happy with the service at HFS but does not show why they are not satisfied
- LrZ raised recent feedback seen in a local newspaper on GP surgeries
MH – Explained our results from pt survey/feedback and explained real; examples of why pts give negative feedback (Frequent examples for us include appointments running behind time, and not able to get an appointment that is convenient rather than not being offered an appointment at all). High Field feedback is overwhelmingly positive across various platforms, and we review and action all negative feedback.
- LR – Text messages with links – not useful for elderly patients without smart phones
MH explained that we have elderly patients who do book links, cannot decipher if patients have smartphones or mobile phones via our system, our texts always say to ring if cannot book online. Ringing is considerably easier when hundred are booking online instead

Meeting closed at 12:27.

Next meeting dates:

- Patient sub-group: to be confirmed
- Full PPG: 18/05/2023 16:00 Face to Face in the Surgery
- Full PPG 05/09/2023 11:00 Online Microsoft Teams

Action	Owner	Timescale
Pull data for patient demographics at Surgery and send to GB	MH	Done
Ensure PPG recruitment video plays more frequently on waiting room TV	MH	Done
Add PPG recruitment information to prescription counter foil	KB	Done
GB to speak to Asda marketing for closure of ASDA pharmacy	GB	ASAP
BA to share NHSE Pharmacy communication	BA	Done
GB to create flyer for recruitment	GB	
GB to arrange waiting room visit/visits for recruitment purposes	GB	