

Manor Park PPG Meeting Actions 2024/25

PPG Meeting Dates	Actions	Status
25th January 2024	No Actions	X
23rd April 2024	Contact the local schools in the area to attract a wider audience to join our PPG	To bring to the next meeting
	Bring some demographic data to the next PPG Meeting to make our PPG more representative	
	PPG Poster added to the pharmacy display boards	
	Add the new complaints template to the website	
	Review the PPG display in practice (is there a more suitable place for this)?	
	Create a display to target under 25's to join our PPG	
	Update the new complaints form with suggested improvements	
	Create display to educate patients on the new telephony service	We had positive feedback from patients and found the new telephony service self explanatory
	Post our care navigator job advert to Facebook & website	
	Post our care navigator job advert on Pudsey/Bramley Hub jobs board - create more compelling job ad	
	Circulate the code of conduct / terms of reference from the updated PPG toolkit to all members ahead of the next meeting	
18th July 2024	Schedule another email to the local high schools/colleges for Sep/Oct & an email to Thornbury Army Cadets to attract members	Sent 08/10/2024 to Cadets & 5 local colleges/sixth forms (response from Leeds City College advising they have forwarded on to the Careers Team & response from Notre Dame college who have forwarded the email on to their Health and Social Care students as they would be able to use it as valuable experience for an apprenticeship application or UCAS form.
	Bring some demographic data to the next PPG Meeting to make our PPG more representative	
	Display the PPG poster in the Bramley Pharmacy Group	Spoke to the pharmacist who advised they are unable to display this - they only display NHS leaflets.
	Add a copy of the PPG under 25's display to the PPG display	
	Add the practice logo to the top of the PPG documents and laminate the ground rules for the next meeting	
	Re wording for the Code Of Conduct - instead of "must attend two meetings" change to "can patients attend as often as they can"	
	Terms Of Reference - change how often the group will meet to "quarterly basis or as necessary"	
	The Leeds Involvement Network' - Link and share information about what this is with the meeting minutes	
	Add staff benefits to the improving patient access display (section re care navigators)	
	To display staff pictures/names on surgery display boards	Ongoing action - display in progress.
	To bring national patient survey results to the next meeting	
	To add more details to 'unsuccessful contact' letter to explain why we have tried to contact patient (to review letter templates with VB)	Templates already exist and CN's use them - often if the message is too long or doesn't fit one of the options, an unsuccessful letter will be sent.
	To add the DNA GP appt data to practice TV screens	
14th November 2024	To add a "this is nothing to worry about" message on the unsuccessful letter templates sent to patients	
	To review the draft copy of the easy read complaints form created by the NHS LD team to see if we can incorporate some of the ideas into our own	
	To remind the care navigator team to tick 'send patient sms confirmation' of their appointment when booking into all appointment slots	
	To review the appointment slots to see if an automatic 'confirmation of appointment' text message can be set up for all appointment bookings	
	To investigate why patients are not receiving appointment reminders the day before	