



Patient Participation Group Meeting Minutes

Date/Time	26 th October 2023 4pm	Venue	Priory View, Meeting room
Attendees PVMC	Helen Walker (HW), Dr Foster (CAF)		
Attendees PPG	BD, KA, HS		
Apologies	SH, LM, DL, BB, NP, EB, AY		
Guests			

Item	Agenda Item	Action By	Action Date
1	<p>Review of Previous Minutes</p> <p>Call back Facility on telephone system – HW had looked into the Call Back feature on the telephone system, however the feature was an additional cost which the practice would not be able to meet. We are waiting to see if the Commissioning body is looking to fund this feature and will review.</p> <p>Patient Access – Priory View switched on the Online Patient Access on 1st October after the British Medical Association retracted their challenge. Patients can have online access to their consultations through NHS App or through requesting access through Reception. The group discussed the challenges this would create and concern around coercion of patients and safeguarding. HW confirmed a detailed patient leaflet is provided to patients on request of their online access to highlight the risks.</p>		
2	<p>PPG Member changes and Welcome to new members</p> <p>No change to the PPG membership.</p>		
3	<p>Suggestion Box</p> <p>No suggestions had been left.</p>		
4	<p>Expanding PPG Feedback</p> <p>Discussed expanding feedback from a broader patient base through creation online polls and feedback. The group discussed the difficulties of recruiting new members into the PPG and a lot of working patients do not have the time to attend meetings but would be more likely to respond to requests for information via quick on line polls. Responses could then be brought back to the face to face group for further discussion.</p>		



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	<p>The PPG agreed they would be interested to trial this and review and to decrease the number of face to face PPG meetings to two a year.</p> <p>BD mentioned looking at setting up more focussed patient groups so that feedback is more relevant and to ensure feedback is categorised so that when reviewing responses they can be analysed more accurately.</p> <p>Action: HW will commence with setting up the online forum, will arrange the next PPG in around 6 months.</p>	HW	Jan 24
5	<p>Newsletter</p> <p>BD suggested having more information around the current activity around COVID and how patients should be protecting themselves or behaving should they contract COVID. The group generally discussed that hospitalisation was being controlled, vaccine seems to be helping this season. Action: HW to look to add information in the next newsletter to inform patients of current advice.</p>	HW	Nov 24
6	<p>AOB</p> <p>8 week clinics – in response to previous requests to have clinics available for longer periods. BD gave an example of when he has been asked by the GP to book an appointment in 8 weeks time, but when requesting this, Reception have advised clinics have not been added. The reason clinics are not put on for more than 6-8 weeks is because GPs may need to change their plans resulting in clinics being cancelled. However, we could look at creating “follow up” clinics which would be smaller and less impact on patients if a clinic needed to be re-arranged.</p> <p>Action: CAF/HW agreed to raise at partner meeting and feedback to the group.</p> <p>Quieter time to call the practice – BD mentioned it would be useful to put up posters to advise patients the best to time call when the phones were quieter. HW had done this in the past, current telephone hold messages advise patients requesting prescriptions to call outside of busy times. Action: HW to update posters in surgery and update telephone messages to help patients access the surgery via the telephone.</p>	<p>HW</p> <p>HW</p>	<p>Nov 24</p> <p>Dec 24</p>



Item	Agenda Item	Action By	Action Date
	COVID/Flu and Shingles vaccinations – general request to know how Priory View were progressing with vaccinating patients. HW confirmed that all invitations had been sent for COVID/Flu. Shingles and pneumo vaccination invitations were being sent monthly.		
7	Next Meeting agreed: Proposed next meeting: Thursday 25th April 2024 at 4pm		