



### Patient Participation Group Meeting Minutes

<b>Date/Time</b>	25 <sup>th</sup> April 2024 4pm	<b>Venue</b>	Priory View, Meeting room
<b>Attendees PVMC</b>	Helen Walker (HW), Dr Foster (CAF) Lynsey Franks (LF)		
<b>Attendees PPG</b>	BD, KA, HS, SH		
<b>Apologies</b>	LM, DL, BB, NP, EB, AY		
<b>Guests</b>			

Item	Agenda Item	Action By	Action Date
1	<b>Review of Previous Minutes</b>  All actions were completed from previous meeting		
2	<b>Overview of new PPG Facebook page</b> LF gave the group a demonstration of the new PPG Facebook page. The Priory View Facebook page currently has 553 followers and the recently launched PPG page has 14 members. You have to be a patient at Priory View to join and the group is to be used to gain feedback on changes the practices would like to make. <b>Action:</b> LF to send link to PPG members to invite them to register if they wish.	LF	End May
3	<b>Accessibility</b> HW mentioned that the practice was looking to improve how we make the practice more accessible to patient groups with a disability, such as deaf, blind, wheelchair users or patients with ADHD for example. HW advised that the first step was to ensure the patients notes is clearly coded so we can communicate changes that may impact on their experience in the practice and to flag to staff if assistance is needed. One area we are looking to develop is a quiet and calm area for patients with ADHD/Autism. This area will be on the first floor and will have softer lighting, quieter music – patients will be offered this space whilst waiting. It will be signposted and reception can make patients aware if they have specific needs.		
4	<b>Newsletter</b> LF wrote the quarterly newsletter and was interested in any feedback from the group. The Spring 24 newsletter was shared and it was felt that the newsletter was “wordy” and the content could be reduced and made clearer. Possible articles for Summer newsletter: Carers information Veteran information Using more pictures		



Item	Agenda Item	Action By	Action Date
	<p>Shingles – who is eligible, why and what happens if you missed your vaccination date.</p> <p><b>Action:</b> LF to incorporate articles and suggestions into Summer newsletter</p>	LF	Jun 24
5	<p><b>PPG Member changes and Welcome to new members</b></p> <p>No change to the PPG membership.</p>		
6	<p><b>Suggestion Box</b></p> <p>No suggestions had been left.</p>		
7	<p><b>AOB</b></p> <p><b>Accessibility to Online records (BD)</b>            BD was interested in any feedback since the practice offered online record access in Oct 2023. HW advised that 53.8% of patients had access to Patient Access and 59.2% had access to NHS App. HW advised that patients requesting online access are provided with information on the risks. ID is required before access is given. On the whole, CAF advised we had not many issues arising since access was granted to patients.</p> <p><b>Action:</b> HW to provide numbers of patients that have online records access. <b>Following the meeting HW confirmed 3,101 have full record access (34% of patients)</b></p> <p><b>Shingles</b>            BD and SH wanted to know how Priory View were progressing with Shingle vaccinations. HW confirmed that invitations were being sent however will provide a summary of where we are and how the Shingles invitations work at Priory after discussion with the Nurses.</p> <p><i>Summary of Shingles (from Priory View nurse)</i>            Historically Shingles was a live vaccine given once to patients that turned 71 or 79 in that year. You get one dose and doesn't need to be repeated.            This then changed and moved to patients that were 72 and 78 in the year. Currently it is if you turn 65 or 70 in the year. The vaccine has changed to an inactivated vaccine so that patients indicated immunosuppressed can received it. Patients now should have two doses 6 months apart.</p>	HW	May 24



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	<p>Patients that are aged 80+ should not be receiving the vaccine as the evidence shows they are less responsive. Priority send invitations to patients that turn 65 or 70 in that month and we are currently up to date with invitations. For detailed information you can check the Green Book <a href="#">here</a>.</p>		
8	<p><b>Next Meeting agreed:</b> SH asked if the meeting could be moved to a Wednesday. The group didn't have any problems with this.</p> <p><b>Proposed next meeting: Wednesday 23<sup>rd</sup> October 2024 at 4pm</b></p>		