

## Patient Participation Group Meeting Minutes

Tuesday 25<sup>th</sup> April 2023 at 11am

	<p><b>Attendees:</b> Tracey Watson Wendy Whitehead Carla Hill Adele Mumby SH Dawn Nicholls Jan Williamson Jan McFarlane</p>	<p><b>Apologies</b> Valerie Dickinson Alison Belton Roxanne Marandi</p>
<b>Item 1</b>	<b>Welcome &amp; Actions</b>	
	<p>TW welcomed all to the meeting and introduced our new member Dawn to the group. TW went across actions from the last meeting.</p> <ul style="list-style-type: none"> <li>• Voices for All – Adele gave a brief background about the idea of a sub-group for teenagers with long term conditions or are carers for a parent those who were not at the last meeting. TW has now created a letter to send to that cohort of patients. Carla to take the lead with this and will be running a report to identify patients that fall in that group. We will send letters and hopefully will get lots of interest.</li> <li>• Calm Room – TW has spoken to the Building Liaison Manager about utilising a room for a calm area. Unfortunately, due to Health &amp; Safety, we are not allowed to have sensory items in that room, but can have artwork on the walls, soft lighting and comfy chairs to create a nicer space.</li> <li>• Adele to arrange a date with TW to have a promotional desk in the waiting room.</li> </ul>	
<b>Item 2</b>	<b>Staffing News</b>	
	<p>Our new Practice Nurse Rachel started with us last week, working Tuesday to Friday. She is currently in her induction period, she will start to see patients from next week.</p> <p>TW informed the group that we would be having a room switch for a few of the nurses &amp; healthcare's.</p> <p>We have a new PCN Physician Associate Victoria, she started with us a couple of weeks ago. We are sharing Victoria with Leverton &amp; Tuxford surgeries and will be with us on a Tuesday &amp; Wednesday.</p>	

<b>Item 3</b>	<b>How can we ensure that we are giving patients the best experience?</b>
	<p>Wendy &amp; I took part in an online course earlier in the month that was about how to make the most of your Patient Participation Group. The course was very interesting, it was nice to share ideas of what others do with their groups.</p> <p>The focus was very much on how the group can help to ensure that patients experience the best service &amp; care possible.</p> <p>Whilst we had some lovely comments from you all about the surgery, we do need to stay ahead of the game to ensure that we continue to provide an excellent service, especially as the number of registered patients continues to increase, we currently have 14,770 patients registered with us at Kingfisher.</p> <p>We discussed having a simple questionnaire that could be given to patients whilst sat in the waiting room to gain feedback about their experiences.</p> <p>From that information, we could have a ‘you said, we did’ board in the waiting room. One sentence I took from the training which I loved was <i>to be interested in what matters as well as what is the matter</i>.</p> <p>TW asked for suggestions on what simple questions we could have on the questionnaire, please e-mail any ideas to me on <a href="mailto:tracey.watson10@nhs.net">tracey.watson10@nhs.net</a>.</p> <p>We discussed setting up an information only facebook page so we could keep patients up to date with information and links. TW to look into this.</p> <p>Website: Dawn mentioned that she has been looking on our website and a few links are not accessible. TW said that we are in discussions to update our website, we are currently looking at when our contract end with our current provider, but agrees that we need a fresh new look.</p> <p>Promotion of check in screen: WW informed the group that the touch screen to the left of the reception desk is not working and it’s causing a bit of a queue as patients don’t realise that they can use the one on the right.</p> <p>WW to create signage to make the screen more visible and perhaps use reception staff to promote patients using that screen.</p>
<b>Item 4</b>	<b>New Initiatives</b>
	<p>The surgery has been approached by the PCN Pharmacy Technician Vicki and Young Person’s Social Prescriber Jack to be involved a new pilot scheme to deliver pill swallowing skills to children from 4 and above who are on long term medication to enable them to take medication in pill form rather than liquid.</p> <p>It is really tricky sometimes for clinicians to find a suitable liquid alternative to some medications, so giving young patients the life skills to take tablet forms of medication would be very helpful.</p> <p>Vicki has run a report and as we only have around 8 patients that take repeat medications, we would like to open the invitation up to a wider range of children/young adults who would benefit from this service.</p>

<b>Item 5</b>	<b>AOB</b>
	<p>Dawn asked if there would be any scope to introduce groups such as Menopause, TW agreed that it is something that is worth looking in to. Currently via the PCN, there is a clinic on a Monday at Crown House with Dr Dhar that all patients can book into, but they do get booked up really quickly. TW to speak to Dr Ilett to see if this is something that we can introduce.</p> <p>TW couldn't recall if the PCN staff booklet was attached to the last minutes as promised, so agreed that it would attached again.</p>
	<b>Dates of Meetings</b>
	<p>Due to annual leave, I have had to alter the meeting dates: Please see revised dates below, all starting at 11am:</p> <p>Tuesday 4<sup>th</sup> July  Tuesday 5<sup>th</sup> September  Tuesday 31<sup>st</sup> October  Tuesday 12<sup>th</sup> December  Tuesday 6<sup>th</sup> February 2024</p>