**Patient Participation Group Meeting Minutes**

**Tuesday 5th September 2023 at 11am**

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|  | **Attendees:**Tracey WatsonWendy WhiteheadValerie DickinsonAdele MumbyDawn NichollsJanet McFarlaneSHAlison Belton | **Apologies**Roxie Marandi |
| **Item 1**  | **Welcome & Actions** |
|  | TW welcomed all to the meeting and apologised for not having many actions to complete from the last meeting, explained that it’s been a busy period since the last meeting, so have been helping with cover in Reception/Admin.* Voices for All –Still no interest. AM to liaise with CH & DN to set a date up and possibly speak to contacts who AM knows direct to invite them to a meeting. It was discussed that perhaps the letter wasn’t appealing and could be worded wrong, so we could try a flyer? TW happy to amend this.
* Calm Room – Still an ongoing project that we sadly haven’t been able to dedicate our time to. TW hoping to look at this over next few weeks. WW mentioned that we had been invited to Tall Trees, to look at their sensory room.
* Noticeboards – Have mainly all been updated, we are just creating headings and having a ‘you said, we did’ board.
* Website: At the last meeting, TW mentioned that our website was moving to another provider, this has now happened TW showed the group the new fresh-looking website on her laptop. Some had seen the website already and agreed that it is so much better, it no longer has any third-party advertising and is very easy to navigate.
* Patient Triage link on the website: Whilst showing the new website, TW mentioned about a new service called Contact us online: this is a patient triage link on the homepage where patients can send admin or clinical queries to the surgery rather than use the telephone system. The inbox is monitored by our Admin department all day from Monday to Friday. Most questions have been admin related so far and have been dealt with quickly & efficiently, if we receive any clinical queries, a task is sent to a GP for action. We have designated slots to this purpose, so if a clinician feels that the patient needs to be seen or spoken to, we can book an appointment and a text is sent direct to the patient, they then have the option to respond back if the time of the appointment isn’t convenient to them.
* Seasonal Vaccination Programme (Flu fayre): We have firm dates in place for our Seasonal Vaccination Clinics – Saturday 7th & 21st October from 8.30 – 16.30. This year, the clinics will be held up in the surgery, so we have all our clinical data at our fingertips. We plan to have 6 vaccinators, all with their own designated admin to capture the vaccine information as it is being given. Eligible patients can have both Flu & Covid at the same time or they can choose one or the other.

Invites have been sent via our accurx system that allows us to link the appointment slots to the message, allowing patients to book their appointment direct rather than have to phone the surgery. The uptake has been amazing, we are already almost fully booked for both dates. We will be running some in-house dates too.TW asked if anyone would like to volunteer to help with the running of the clinic, thank you to those who have offered their time. We do usually have lots of fun!Dawn suggested having a table with a laptop to show people who are not so confident on a computer, how to navigate the website and perhaps show the ‘contact us online’ feature. We all agreed it was an excellent idea.We also plan to have a Healthcare Support Worker in the POD to show patients how they can pop in anytime and use the facility to check weight, height, blood pressure, which all links into the patient record, so all data is captured. |
| **Item 2** | **Staffing News** |
|  | * Bex – Reception/Admin: I forgot to mention in the meeting, but would like to add as an addition - Bex successfully delivered a little boy called Ewan in August. Mum and Baby are both doing well and we can’t wait for cuddles.
* Stacey & I are interviewed for Reception/Admin on 14th July. We successfully recruited 2 X full time people & 1 part time person. Both full timers started, but decided the job wasn’t for them, the part time person however, loves it!

 We have put the position back out to advert, so hopefully we will replace them soon.  We are interviewing for Apprentices on Thursday 7th September, in the past, we have had great success with Apprentices. |
| **Item 3** | **Phone System Update** |
|  | We will shortly be moving to a cloud-based telephone system. Cloud telephony will enable us to operate our business phone systems via an internet connection. Although our telephone access is good, this system will allow other department’s to ‘drop in’ to the reception group and answer calls during busy periods without moving from their desks, we will also be able to have a live update on our screens of how many calls are in the queue, patients will also have the option for a ring back rather than stay in the queue. |
| **Item 4** | **Friends & Family Test** |
|  | It was mentioned at the last meeting about creating patients feedback survey’s to be handed to patients when they come in for an appointment. We are using a system called Friends & Family Test, so each week we select a random number of patients to e-mail feedback forms to. From this, we will take comments good or bad on board and add them to our ‘You said, We did’ board in the waiting room.  |
| **Item 5** | **AOB** |
|  | SH asked: Given the strain that services are already under, and the extensive new building projects around the town, has the practice considered closing to new patient registrations? TW explained that this could only happen when a certain ratio was exceeded. |
|  | **Dates of Meetings** |
|  | Tuesday 5th September Tuesday 31st OctoberTuesday 12th DecemberTuesday 6th February 2024 |