

Patient Participation Group Meeting Minutes

– Tuesday 4th June at 11am

	<p>Attendees: Tracey Watson SH Adele Mumby Gay Matthews Valerie Dickenson Alison Belton</p>	<p>Apologies Caroline McGuire</p>
Item 1	Welcome/Actions from last meeting	
	<p>TW welcomed everyone to the meeting and discussed actions from last meeting.</p> <p>Facebook: We now have our own surgery facebook page. This platform is for the Practice to share information, patients are not able to comment on the site. It does mean if we have issues with computers/phones etc, we can now keep our patients up to date which will hopefully prevent frustrations.</p> <p>New Phone System: Installation of new phones W/C 10.06.24. The new system will offer a ring back service so a patient doesn't have to wait in the queue, the call will automatically connect as soon as a line is free.</p> <p>Online Bookings: Online appointments have now been changed to include both face to face and telephone calls as requested by SH at our last meeting.</p> <p>I have been asked to inform you that Dawn has sadly had to resign from the PPG as she is moving area. She sends her regards and wishes you all the very best.</p>	
Item 2	Safe Working	
	<p>As demands on Primary Care are becoming more demanding, we have been working closely with our Local Medical Council to ensure that our Clinical staff are working safe. Whilst we strive to provide the best care that we can to our patients, working safe is a priority! On a daily basis, our clinicians go above and beyond, often seeing quite a few extra patients a day, sometimes working through exhaustion. We are currently looking at how we can make improvements to our GP rota's, so we can ensure that the needs of patients & the wellbeing of our colleagues are met.</p>	

Item 3	Update from Thalia – Health & Wellbeing Coach re Pain Group
	<p>TW shared some positive feedback from the first cohort of the Pain Management course. The course was a great success, the evaluation from start to finish gave significant improved results, 100% rated the course as excellent, 100% found it beneficial and patient were encouraged to identify their own goals and action plans, 83.33% strongly agreed that they had noticed positive changes in their overall health & wellbeing with 16.7 agreeing.</p> <p>We are hoping that the next cohort is as successful too.</p>
Item 4	Update from Ema – Social Prescriber re Crohn’s Group
	<p>Ema had a successful meeting with SH and plans are moving forward regarding the Crohn’s group. They discussed sessions being held in small groups and each week there would be something different.</p> <p>Session 1) Diet (including cooking)</p> <p>Session 2) lifestyle</p> <p>Session 3) pain</p> <p>Session 4) stress</p> <p>Session 5) alternative medication.</p> <p>Each session about 90 mins 60 mins for the session and 30 mins for Q&A</p>
Item 5	Spring Booster Campaign
	<p>Spring campaign almost coming to a close, we have successfully vaccinated 1,292 patients, which is great. Plans now in progress for the Autumn flu/covid campaign. Will give more details in the next few months.</p>
Item 7	Staffing
	<p>We have successfully recruited 2 new Receptionists, Megan started at the practice on Monday 3rd June and Melissa will follow on Monday 1st July.</p> <p>Jess & Eden our new Practice Nurses have both settled very well. Jess will be taking care of our Diabetic patients alongside Alicia (who has now returned from Maternity leave). Our long term plan is to upskill our nursing team so that they can all complete the simple diabetic reviews leaving Jess to concentrate on the complex patients.</p>
AOB	
	<p>Discussions regarding patients with Parkinson’s. Currently a long waiting time and not much support. TW to liaise with Ema & Thalia to see if there is scope to develop this area.</p>

	Date of Next Meeting:
	Tuesday 23 rd July at 11am