

**Minutes of the Patient Participation Group Meeting held on
Wednesday 24th July 2024 at 11:00am – 12:00pm
Mansfield Community Hospital Seminar Room 2
Face to face Meeting**

In attendance: Rebecca Tate, Rachael Street, Dr Freeman, Philip, Michael, Jean John, Elizabeth, Carol, Alan, Agnes, Linda.

Apologies: Laurence, Adele, Hilda.

Minutes of the last meeting:

Philip asked if everyone had chance to read the minutes of the last meeting, and if they are true to record, everyone agreed.

Actions arising from meeting:

- Rebecca to look through the cheque booked to see if the banner was ever ordered.
- Rebecca to promote PSA tests awareness on Facebook and Website.
- Rachael to create an email address consent form for the group. - Completed
- Rachael to add flowchart to new website. - Completed

Surgery Update.

Philip started the meeting asking about the Practice Banner and its whereabouts, people could recall talking about the banner but can't remember if we had one done. Philip thought we had already used the banner previously. Rebecca said she had looked at her emails and the discussion was around the wording for the banner and the group could not decide. Rebecca said she would have a look in the Cheque book to see if there is any reference for this in there.

Rebecca did say we have money in the account and asked the group if they thought they may want to relive this idea. The group was undecided if we actually needed one.

Rebecca said if the group has a think and if they wanted to get one in the future, we could have a look into this.

Alan asked about PSA test information which was discussed at the last meeting if it would be possible for the Nurse/ HCA's to make patients aware that a PSA blood test is not part of the NHS health check. Alan had made the group aware of men he knew had thought this was part of the overall check.

Dr Freeman reiterated to the group that this test hadn't ever been part of the NHS Health check. He did reassure the group how a PSA blood test works, and how it can show different things, it is something that can help when symptoms arise in a patient. Dr Freeman also explained Nurses and HCAs know that it is recommended for men aged 50+ if they were having prostate problems to refer them on for a GP Appointment. Rebecca expressed we could promote PSA test awareness more on Facebook and our website.

Rebecca explained that the new telephone system was in progress but was still waiting on the company to do installations within the surgery and a go live date.

Rebecca explained that the registrar appointments are now used for our reception team to book into on the day and that this has helped. Rebecca said to continue to make improvements, we have changed some of the registrar's appointments to online pre bookable for the patients, this seems to have helped patients and reception staff especially with early morning appointments.

Rebecca updated the group we have 4 new registrars starting with us at the beginning of August, and explained Dr Deocareza will be staying with us until she has finished her exams. Rebecca also informed the Group Dr Enabi has passed his final exams, and that we also have an advert out for a Salaried GP Position.

Rebecca also added that the Floating GP we implemented in April is working really well.

It was asked if we as a GP Practice was going to have any of the GP assistants within the practice as it has been mentioned in the news. Rebecca and Dr Freeman said that as it is at the moment this had not been thought of, as we use our network staff for Pharmacists, mental health practitioner, health and wellbeing coaches and Physio. Dr freeman said he didn't think the role as a GP assistant would make much of a difference at the surgery and would rather use it somewhere we know it can help patients.

Rebecca and Rachael apologised for the possible data breachin which everyone was aware as we had contacted all affected parties.

Rebecca explained human error was the cause and we would learn from this and reflect. Luckily the issue was identified wiithin 11 minutes of it happening. It was

identified everyone had either not opened their email or deleted the email when informed. Rebecca, explained we have recorded this as a data breach through our Data Protection Toolkit.

Everyone present reported mistakes happen, this was discussed as a group and it was suggested and agreed by everyone having their email addresses available to others was actually something which could help each other. Consent would be required from all parties, those who didn't wish for their email to show – would be blind copied in to the email. It was suggested for consent forms to be drafted for the next meeting.

John asked if patients had a 2nd nominated GP, as it is sometimes hard to get in with their usual one. Unfortunately the this isn't possible within our medical system – there is a registered GP & a name GP only – and really is only for reference. It was suggested to ask a receptionist when calling if either of your preferred GP are available. Dr Freeman has said that patients can see any GP it doesn't always have to be the same one, for instance if it is something urgent, it can be any GP. But if it is something routine, then it is patient discretion if they would like to wait or not for the next available appointment. This can sometimes be for continuity, or GPs with specialists interests for example skin issues. Rebecca suggested this can also be achieved by sending an online contact us form where you can request any GP on the form for a non-urgent medical call back with in 7-10 working days.

Rachael had sent with the agenda a copy of the latest July 2024 National GP Patient Survey for any thought. This was then discussed today having to hand last year's survey for a comparison also..

As we ran through each of the areas where we had done well and least well. It was apparent again our telephone system could be improved, we discussed the forthcoming phone system which would hopefully alleviate these problems, ie having to wait in a queue by having a ring back option. On the whole everyone was happy with the survey and as far as personal care everyone had received, of which there were examples given of good care, everyone was happy. The website also was discussed how this could be updated which was also in the process of being updated. An action point from this would be for PPG members to take a look at the 'new look' website once it was due to 'go live' for comment.

Rebecca asked if anyone did have any thoughts to get in contact with the surgery or bring to the next meeting.

It was asked if the flowchart can be added to the new website.

Actions:

- Rebecca to look through the cheque booked to see if the banner was ever ordered.
- Rebecca to promote PSA tests awareness on Facebook and Website.

- Rachael to create an email address consent form for the group.
- Rachael to add flowchart to new website.

Patient Open Day.

We looked at dates for the next open day, suggested dates were:

28th September 2024

12th October 2024

9th November 2024

Action:

- Rachael to send an email to see who can attend these dates. – Complete -
Email sent 25.07.25 – overall 12th October all bar one can attend.

NEXT TIME & DATE OF MEETING –

Wednesday 25th September 2024 11am – 12pm – Seminar room 2