

## **Minutes of the Patient Participation Group Meeting held on**

**Wednesday 20<sup>th</sup> April 2022 at 1.00 pm**

**Virtual Meeting – Microsoft Teams**

**Meeting via Microsoft Teams – virtually**

**In attendance – Rebecca Tate – Practice Manager, Mike, Philip**

**Apologies – Laurence, Adele, Sue, Christine**

**Minutes of the last meeting:**

**Minutes of the last meeting were agreed as a true record**

### **Matters Arising**

Rebecca welcomed and thanked those who could make the virtual meeting.

On a welfare scale everyone reported they were fine.

At the last meeting Rebecca had asked everyone for innovative ideas for health and well being.

We did have some worthy suggestions including:

1. Encourage a “100 a day” goal - ie aim to eat 100 calories a day less than you burn and/or burn 100 calories a day more than you eat.
2. With NHS awareness and the strains upon it at an all time high - try to emphasis that prevention is better than cure/care and is better for the patient and less strain on the NHS.
3. RCGP website – ideas for being innovative [Innovation \(rcgp.org.uk\)](https://www.rcgp.org.uk/innovation)
4. target specific groups – access, diabetes, diet & fitness, mental health – young people – being safe

5. website – difficult to navigate on a phone – ensure user friendly for the young generation

As there were only two in the meeting these were to be postponed until a wider audience of thoughts to discuss these. – **Action** to be discussed at next meeting.

### **Practice Survey**

We discussed how the practice had received some not so positive google reviews and complaints had increased since restrictions had been lifted in general with covid, even though they hadn't been lifted for general practice with regard to mask wearing, distancing in waiting areas and infection control measures when a clinician or staff member tested positive the need to still isolate. Patients expressed they hadn't been happy with not able to get a face to face appointment for example.

It was decided to give a simple survey with three questions on it to patients coming in to the practice between now and the next meeting. The questions were:

- 1) What do you think the practice does well at?
- 2) What do you think the practice does least well at?
- 3) Are there any improvements or suggestions you could make?

**Action:** questionnaires to be circulated at the next meeting to see common trends

### **Future Meetings**

Rebecca discussed with Philip & Mike plus anyone who responded by email prior to the meeting with regard to future meetings whether people would be happy to meet face to face or not? It was deemed from all reactions if a vented room could be obtained either on site or in a hall everyone would be happy to meet up again with mask wearing in place

**Action:** Rebecca to source a room

### **Practice News:**

Rebecca wondered if there were any fund raising ideas we could do in the near future to have a think about.

Rebecca informed the group Dr Fatima Asif, one of our Registrars, was to start as a Salaried GP with the practice in May working 3 days a week.

We also have advertised for reception & nursing staff.