**PATIENT PARTICIPATION GROUP MEETING**

Tuesday 05 July 2022

17:30 p.m -18:45 p.m

Almond Road Surgery

ALMOND ROAD SURGERY

Present: Christine Green, Andrea Goodyear, Jillian Hall, Jane Kennedy, Yvonne Flint

Almond Road representatives: Dr T Wrigley, Louise Crisp, Ruby Wrigley

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| Item | Minutes |
| 1. Apologies | Corrie Verduyn, Victoria Crook, Graham Haynes |
| 1. Introductions | PPG members  Chairperson – Corrie Verduyn – Unable to attend  Volunteers for secretary role – *all would be happy to put themselves forward*  Almond Road staff  Dr Wrigley – GP Partner  Louise Crisp – Assistant Practice Manager  Ruby Wrigley – Receptionist |
| 1. Online PPG group Facebook    1. Role of PPG    2. Frequency of meetings | Due to Covid the practice would like to cease the online FB PPG group and re-instate face to face meetings, feel this is more effective.  Group members Would prefer Whatsapp group to Facebook, to keep in contact   * being a critical friend to the practice * advising the practice on patient perspective and providing an insight into the responsiveness and quality of services * encouraging patients to take greater responsibility for their own and their family’s health * carrying out research into the views of those who use the practice * organizing health promotion events and improving health literacy   regular communication with the patient population  Every Three months |
| 1. Items for discussion    1. Flu Update 2022    2. Extended access appointments    3. ARRS Staff    4. LMC report – PCAS Capacity Issues   4.5 Phone Lines increased – Suggestions to improve access   * 1. CQC Inspection – 2022   2. Items for next agenda | 4.1 Would like seating outside during vaccination clinics for elderly/unstable patients who cannot stand for long periods of time. PPG happy to assist with scheduled clinics for September 2022 with being a car park marshall and handing out health promotion leaflets.  4.2 Promotion needed for extended access appointments, people need to be informed what they can offer. Agreed OOH appointments are useful for those who cannot reach surgery due to work etc. Already advertised in the waiting room and the practice website but not all patients are aware unless they are offered.  4.3 Promotion also needed of the ARRS staff for self-referrals/reception referrals. Query whether they can help with rising youth mental health issues. Possibility in future for social care prescribers to help with this. Suggestion of pre-reg physios to be employed to help with high demand for appointments.  4.4 Believed LMC report is important information for people to see, to make people aware of the demand on the surgery. Made standing item for meetings. April use of appointments over Cambridgeshire and Peterborough information shared.  4.5 SMS messages for prescription releases and appointment reminders are very effective. Letting people know the wait time for phone calls might be useful/number of those in queue ahead of you. Manage expectations with appointments – especially TCs, people expect same-day call backs. Agree it is better in general to hear voice on the phone when trying to reach surgery.  4.6 Inspection on July 20th, all happy to participate/speak with the inspector. Consented to their contact information being shared.  4.7 TBC – discussion of what has changed since previous meeting and ideas submitted on forms tonight. |
| 1. Any other business/suggestions | Parking is restricted – wanting to reinstate disabled parking spaces.  Improvements to the reception: TVs in waiting room so that patients can be made aware of practice notices/staff absences and health promotions.  Making the patient self-check-in more clear to reduce those waiting at desk in reception. Suggestion of plants, toys, new pictures in waiting room to make it more welcoming – recognise restrictions due to COVID & CQC.  Promotion on social media with self-help info and making people aware of ARRS/extended access.  Send SMS messages to remind people to check the website.  For those unable to use internet/social media could be helpful to give out newsletters/leaflets during vaccination clinics. |
| 1. Arrangements for next meeting | Would prefer to meet after work – 5.45pm  Date TBC – will be in 3 months’ time (OCT 2022) |