

## THORPEWOOD MEDICAL GROUP

Dr R Hampsheir Dr S Ranasinghe Dr K Dawson Dr A Prior Dr V Bellamy

### PATIENT PARTICIPATION GROUP

Meeting, Wednesday 15<sup>th</sup> May 2024, 12.15pm

### MINUTES

#### 1. Welcome:

Mike H welcomed everyone to the meeting, with a warm welcome to Jean Durrell who has attended as a visitor in view to becoming a PPG member. The meeting started 15 minutes early to be able to give everyone a chance to talk and have a piece of cake.

#### 2. Attendance:

**Patient Members:** Mike H, Bob L, Tony P, Tony T, Jean T, Rob P, Anne J, Rick S, Cheryl P, Jean D (Visitor)

**TMG (Thorpewood Medical Group) Members:** Cat D (Acting Practice Manager) Elizabeth D (Secretary) Joe B (IT Lead)

#### 3. Minutes from the meeting of 20<sup>th</sup> March 2024 accepted as circulated.

#### 4. Online Consultation Tool presentation by Melissa from ANIMA Via teams.

Melissa presented a brief outline of what ANIMA can offer to the surgery and the patients through their online tool. She explained how it has been designed to ask the correct questions to enable the patients to get the help they needed as efficiently as possible. The process looks to be speedier and more comprehensive for both the surgery and the patients. Each patient will have their own dashboard where they can keep track of current and historic requests. Patients will also be able to contact ANIMA directly with any technical issues. The PPG were asked their initial thoughts on what they saw and the overall verdict was positive. This is one of a few options available to try and improve the booking process.

#### 5. Matters Arising from the Minutes:

- a. **Patient Survey:** Was a huge success with a total of 718 completed either online or with the PPG members in reception. There was good face to face discussions with the patients had with the PPG members. Members have been asked to provide feedback to MH. From the results we have established that the patients rated their overall experience, quality of care, staff attitude and cleanliness of surgery was high. And as expected rated the ease of making appointments and the wait time for an appointment as low. The surgery will continue to improve on the points of concern and hopefully this will then be reflected in the next survey due to be done at the end of the year.
- b. **Surgery Pamphlet:** Just awaiting finalisation on the "word from chair", MH will circulate his thoughts to all PPG members and has asked their feedback. Once all happy the pamphlet will be printed and distributed. **Action: MH**
- c. **Bench:** Bench has been delivered. This will be built in due course and once the weather is better will be secured to the ground outside the surgery. **Action: CD**
- d. **Carpark lights:** All lights outside the surgery have been replaced now with new LED lights. The benefit of these will be felt in the darker weather which will make the carpark safer.
- e. **Environmental impact of surgery:** PPG member Tony P will look at this important topic at how the surgery can contribute to this cause and raise awareness of environmental impact. CD confirmed that the surgery already looks at what they can do with replacing lights with LED, using less paper, encouraging different ways to get to the practice i.e., walking/cycling (cycle block) but

agrees we need to look at more ways. MH would like the staff at the surgery to have large input in ways this can be achieved. **Action: TP/CD**

f. **Auto filing of bloods:** No update.

g. **Election of Chair/Vice Chair:** Updated ratification circulated to all members and signed by MH and passed to LD to file.

**6. Performance Pack:** Deferred to next meeting due to time limitations.

**7. Any other business:**

a. Concern raised over information stated on prescription, such as when certain vaccinations are due i.e. covid and whether this updated and removed when needed. CD will speak to prescription clerk to make sure this is being actioned regularly.

**Meeting Ended-2.00pm**