

PATIENT PARTICIPATION GROUP (PPG) MEETING MINUTES
CRANFORD MEDICAL CENTRE (CMC)

Tuesday, 13 June 2023, @ 4pm

Venue: Cranford Medical Centre, High Street, Cranford

Attendees :	HM JS ES PL PT BS Practice staff: PD	No Response :	
Apologies :	PS (PPG) NM (CMC)		

No	Items Discussed	Action
1.	All members re-signed the PPG Confidentiality and Ground Rules documents.	None
2.	<p><u>Digitalisation:</u></p> <p>a) Update on PATCHS roadshows :</p> <p>In February 2023 the total number of patients registered on PATCHS was 1050. Reception staff promoted it while taking calls and at the Reception Desk. A dedicated staff member was guiding patients who had difficulty registering themselves.</p> <p>In April 2023 this number increased to 1340.</p> <p>To promote PATCHS further the Practice has successfully run three PATCHS roadshows with the help of the GWR PCN, Practice staff, PPG members and GP Support Service team.</p> <p>PATCHS Roadshow dates and outcomes as follows :</p> <ul style="list-style-type: none"> ➤ 10th May 2023 – number of patients registered on the day and after the roadshow were 26. ➤ 20th May 2023 - number of patients registered on the day and after the roadshow were 20. ➤ 31st May 2023 - number of patients registered on the day and after the roadshow were 69. ➤ Total number of patients registered from 10th May to current date = 115. <p>This is a good achievement for the Practice, PPG, GWR PCN and the GPSS team.</p> <p>HM suggested a PPG Newsletter/Flyer be compiled and posted on the CMC PPG link to promote the success of the Roadshows and encourage further registrations.</p>	PPG (HM)

	<p>The GWR PCN Team would like the help of Cranford PPG members to promote PATCHS for the PCN.</p> <p>b) Promotion of online services such as SystmOnline : Reception staff are promoting this service at the time of registration. PD explained that patients are given access at the time of registration. Patients can access this service and request access to the service from the Practice website. PPG to consider how they can help in promoting SystmOnline. PPG members proposed the creation of an information leaflet.</p>	<p>Awaiting GWR PCN to advise next steps.</p> <p>PPG (HM)</p>
3.	<p><u>Website update:</u></p> <p>The new Practice website is now live. The link to PPG information is visible on the front page. PPG minutes will now be anonymised to enable the document to be uploaded onto the website going forward for CMC patients' information. It was noted there was nothing posted on the 'PPG Newsletter' prompt on the PPG page link. We should consider posting a newsletter or removing the link if possible. Updating of the website continues to be a work in progress.</p>	<p>PD demonstrated the updates on the new website to PPG members.</p> <p>PD</p>
4.	<p><u>GWR PCN PPG Information:</u></p> <p>PCN is planning to form a GWR PCN PPG. The GWR PCN will invite Chairs and Secretaries via email.</p>	GWR PCN
5.	<p><u>Any other business:</u></p> <p>Telephone System : The PPG members asked for a telephone systems' update as they believe the telephone system continues to be an issue. PPG would be grateful for an update (via email?) from NM following her return from leave. PD advised that the Practice have put an intervention in place whereby three staff members are taking calls in the morning and additional to this the Doctor is also undertaking the triage process during this time. The Practice Manager is liaising with the provider to resolve these ongoing phone issues. If PPG members experience telephone issues they are requested to make a note of the details – date, time, issue, screenshot – and forward to NM/PD via HM to support conversations with the provider.</p>	<p>NM</p> <p>PPG Members</p>
6.	<p>Next meeting :</p> <p>Date : 09 January 2024 Time : 4pm Venue : CMC, Cranford High Street.</p>	