**MASWELL PARK HEALTH CENTRE PATIENT PARTICIPATION GROUP**

Committee Meeting 15 September 2022 at 12.00hrs via Teams

**Attendees:** Nancy, Justin, Reshma, Charanjit, John, Roger, Evelyn (left at 12:40), Chris and Anjali (Minutes)

**Apologies:** Anton

**Location:** Teams Online Meeting

**1: Introductions:**

* Roger: Representing Willow
* John: Representing Redwood
* Charanjit: Representing Redwood
* Chris: Representing Willow
* Evelyn: Representing Kingfisher
* Justin: Practice Manager
* Nancy: Practice Manager
* Reshma: Assistant Practice Manager

**2: Committee:**

* PPG Suggestion box in reception for practices: Not many patients want to talk straight to the Practice Managers, instead speaking to other patients may help them with their issue more.
* Wanting more patients to join the PPG team. Place an advert around the surgery (reception + above suggestion box) for more patients to join if they want. Patients will be able to contact the practice or send a direct email to PPG email if they would like to join. Managers have also agreed; all communication should be kept within the practice. Poster above self-
* check-in screens. John: Should also include the understanding of PPG, information about what patients can get out of PPG.
* Roger will be in touch with other PPG members in different surgeries, he will ask for information on getting ideas on how to get new members.
* Evelyn will draft posters for Maswell to publish.
* Newsletter for the PPG and place an advert to whoever wants to join
* Looking at F2F meetings again. Maswell is currently having issues with rooms, meeting room is currently being taken over. John may look into using Maswell Park Road Church for us to hold F2F PPG meetings.

**Childhood Immunisations:**

* Everyone has agreed there isn’t much PPG can do during this time. Suggestions of Opening meetings for any patients to attend? Or patients to be able to ask any questions through the PPG newspaper or maybe a Youtube video to discuss the importance of immunisations and answer any questions patients may have.
* Kingfisher & Willow: Run childhood immunisations report every week, a lot of parents wish not to have their children’s immunisations done.
* Practices don’t hit their targets, which means they lose out on money for the surgery. The target has increased from 90% to 95% which is quite a significant jump. Managers mentioned main issue is not being allowed to mark Child Imms as declined against targets

**Term Of Reference:**

* Roger to amend Terms of Reference to include quorate details being 2 Practice Managers plus 3 Patient members
* 2 Practice Managers should be within each surgery – this is also depended on the amount of patients within the surgery. Above 6000 patients require 3 representatives.

**Complaints:**

* **Kingfisher:** Telephone call waiting times, Doctors not calling patients on time, Doctors being abused in their rooms when doing F2F appointments. Patients are quite unhappy that they are being given 10min slots, many patients refuse to leave or argue they want to speak about more. Patient’s demand is increasing and Doctors are feeling the pressure.
* **Willow:** Although patient complaints about phone waiting times, not many issues with telephone calls, new system shows them wait times (average of approx. 5 mins) as well as telephone recording hence patients haven’t had too much of an issue.
* Renewal of prescriptions is an issue. During COVID prescriptions where being taken over the phone, however want this to completely change. If patients are unable to come into the surgery for their prescription Online Access is the best option to use. Evelyn has mentioned patients that aren’t able to do either. Willow looking into putting an alert on patient’s home screening showing reception that they are allowed to request their prescription over the phone. However, patients must be assessed to see if they are eligible for this. Evelyn has also asked about asking pharmacies, Justin agrees, if the pharmacy is closer to the patient then us, they are more than happy to receive requests from the pharmacy.
* Managers will send Roger Childhood Immunisation results for him to try and figure out what we can do.

**Catchment Area:**

* Willow want to extend their Catchment area marginally. This will allow them to have a new GP partner join, which means more patients. Having 2 partners at Willow can cause a burnout which is a major concern. Whilst one Partner is on holiday, the other partner picks up everything which can cause issues to the partner themselves. Bringing in a 3rd partner will alleviate this and help the partners with all the work they have to manage.
* CCG/ICB stated that this needs to be discussed with PPG group. PPG group asked to vote on this to support the idea of increasing the catchment area. Point noted that the local population increasing however numbers of GPs are not.
* PPG voting: All present agreed to increasing Willow Catchment Area for the reasons discussed.

**Next PPG Meeting in 2 Months’ Time**