

StAn Patient Participation Group

Date: Thursday 7th March 2024

Location: St Andrews Health Centre

Staff Present: Shahana Uddin (Practice Manager), Jess Walker (Population Health Manager), Zak Hussain (Supervisor), Lutfa Begum (Community Partnerships Lead)

Community Representative: Terry

Agenda

- Introduction
- Pharmacy First
- What is working well
- What do we need to improve
- Next meeting

Pharmacy First

Scheme allowing patients to access medication for free without needing a prescription.

What is Working Well

- **Triaging** – Has helped patients access the correct support and an appointment earlier than initial said time. Appointment was initially available in 2 weeks, but after understanding the condition of the patient was able to book in earlier.

What Can We Improve?

- **Queuing System** – Current way of queuing has meant that the door keeps opening and closing. Is there something that can be done to prevent this?
 - **Privacy** – When talking to patient assistant at front desk, there is not much of a distance between patient talking to reception staff and other patients waiting in the queue. Other patients can listen in on what is being disclosed. Possibly look at maintaining a 2 metre distance.
 - distance. Some patients do not feel comfortable saying their date of birth out loud, provide a piece of paper for patients to write their date of birth if that is the case.
- **Who are the Team?** – In the past on the wall behind the reception there was a display of staff with pictures, name and job role; this is no longer there. Due to security this had to be taken down.

- Currently a website is being developed in which there will be pictures and roles of many members of the organisation staff e.g. partners, senior management team etc.
 - Staff who do not feel comfortable to have their picture on display, perhaps can have name and job role board on display.
- **Annual Health Checks** – Patient use to get calls each year for annual health check, but this has not happened recently.
 - Practice Manager Shahana will look into this. Patients are still receiving annual health checks. Recall team (team responsible for booking patients in for annual health checks and many other checks) have recently been reorganised, team setup will hopefully be more effective in the way they provide care to patients going forward.
- **Community Connection** – Patients not feeling connected to their local community, not knowing their neighbours.
 - Population health team will explore how to reduce social isolation, enable more community connections.
- **Promoting PPG** – Suggestions on how we can promote PPG, include having flyers on display in local community centres, schools, faith spaces etc

Next Meeting

- *Date to be confirmed*
- Meeting will take place on a quarterly basis