

Minutes of the meeting held on Thursday 18th June 2024 at 11:00am

	<p><u>Present</u></p> <ul style="list-style-type: none"> • John Maddison – Chair (JM) • Moira Hammond (MH) • Sandy Turner (ST) • Emma Ford - Healthwatch Engagement coordinator Officer (EF) • Leila Dakin – Practice Manager (LD) • Chloe Amphlett – LD Personal Assistant (CA) • Stephanie Kelly-Lease – Care coordinator (SKL) <p>Minute taker - CA</p>	
1	<p><u>Apologies</u></p> <p>Barbara Stoddart, Manjit Deo, Eileen Schofield, Colin Eastwood, Gwyneth Eastwood, Margaret Bowers, Janet Wright</p>	
2	<p><u>Introduction/ review of minutes from previous meeting</u></p> <p>Previous minutes reviewed.</p> <p>LD introduced the newest member to PPG meeting- CA and explained CA's new role within the practice as PA to the Practice Manager. She then introduced EF from Healthwatch team.</p> <p>Each member of the team went on to introduce themselves. LD advised PPG members will need a minute taker for the next meeting or to advise us and we can see if we can spare one of the secretary team.</p>	<u>LD/SKL</u>
3	<p><u>Patient Survey results & action plan</u></p> <p>We discussed the actions from the previous Access Survey in August 2023 which have been completed:</p> <ul style="list-style-type: none"> ➤ At least 90% of routine appointments are now available for online booking ➤ Improved communication on Facebook to keep patients informed about important issues. ➤ Expanded appointment availability and added more staff to the reception team. ➤ More appointments are available throughout the day to increase accessibility ➤ Step-by-step videos have been added to the website for easy guidance. 	<u>LD</u>

	<p>➤ Streamlined homepage with a focus on the online consultation platform for inquiries, instead of using email</p> <p>Actions:</p> <ul style="list-style-type: none"> • Create an information leaflet to outline Extended Access and what appointments can be done there. • Create an information leaflet on the roles within the practice. 	
4	<p><u>Practice accessibility update</u></p> <p>New automatic doors – the practice has updated the exit door to an automatic push button exit and widened it to make it more accessible for patients. JM asked about power supply failure – LD informed them that the doors are tested each week and also have safety features so they can be switched to manual doors in the event of a power failure.</p> <p>Waiting Room Seating –Following patient feedback that the waiting room chairs were not sturdy or supportive enough for patients with reduced mobility, new seating has been ordered should arrive in a couple of weeks, all waiting areas will have the new seating.</p>	<u>LD</u>
5	<p><u>Telephone/APP and technology issues</u></p> <p>Phone lines – opportunity to add a check and cancel appointments feature to the phones – out of hours available, reduce the reminders via text messages sent. Once cancelled appointment will be removed from the diary and we will be informed.</p> <p>Digital Champions - As a practice we have added x3 digital champions – x3 Reception team members – How to use the NHS App, currently pending training.</p> <p>Waiting area screens- being fixed and in progress to be back up and running soon, once up and running – MH asked if we can add some stoma bits on there.</p> <p>Actions:</p> <ul style="list-style-type: none"> • Add new feature to the phones 	<u>LD</u>
6	<p><u>New Staff joining/leaving the practice</u></p> <p>GP's</p> <p>Dr Rajkumar is no longer employed as a GP at the practice however, he still works with us as a locum.</p> <p>Dr Neil Amison joined our GP team in February 2024</p> <p>Dr Sneha Rathod will be joining our GP team in August 2024</p> <p>Registrars</p>	<u>LD</u>

	<p>ST3 - Dr Marino will be with us until 11/2025</p> <p>ST2 - Dr Muhammed will be with us until 08/2024</p>	
7	<p><u>Reports from any PPG associated activities</u></p> <p>MH - Stoma meeting Bradwell Lodge. Medical Rep at 21st September-Keele, health screening bus available.</p> <p>Unwanted stoma items- contact Moria happy to assist in donating these to the Red Cross to send to overseas for example, dressings. Moria to send a list of the items for us to advise the staff, colostomy leaflets.</p> <p>MH works closely with the Stoma Care in local area (hospital), and was thankful to the practice for adding a mirror & shelf in all toilets to support stoma changing, she requested maybe adding hooks on door for stoma patients, and went on to say that the sunflower lanyards are worn by stoma members</p> <p>JM does a lot of MSK research with Keele and updated us on their current study.</p> <p>Actions:</p> <ul style="list-style-type: none"> • Coat hooks to be added to patient toilets 	<u>PPG</u>
8	<p><u>WMC Website –PPG Information</u></p> <p>PPG information added to website along with minutes – will look into updating this to ensure all minutes are added including how to join.</p>	<u>LD</u>
9	<p><u>Emma Ford:- Health watch Staffordshire</u></p> <p>EF - Health watch- engagement coordinator officer for the southeast & southwest. Individual case work to go to the ICB OR Council. Some leaflets/information around explaining what it is that EF does, feels the WMC PPG meeting is positive & very constructive.</p> <p>Went on to discuss GP access – common problem across the board. Emma wished to share the NHS app/Online system with other practice- she liked the layout of our website and felt it was simple and easy to use.</p> <p>Query raised re ear syringing. LD says WMC do offer ear syringing in house - GP will confirm if it is required and all the pre-steps will need to be completed but one of our HCA can do the ear syringing.</p>	<u>EF</u>
10	<p><u>AOB - Open Forum</u></p> <p>Physician Associates</p>	<u>ALL</u>

JM asked about Physician Associates- addressing that there has been a negative approach by the media – LD fully supports all work the PA's do at WMC, and we have two excellent PAs at the practice.

Privacy at the front desk

LD asked members what their thoughts were on bringing in privacy slips at front desk for patient who may not wish to say the reason for their appointment out loud.

- Privacy slip – allows patients to write down the details for appointment but not all keen?
- Consider creating a private booth area (second window) and have a receptionist with a laptop booking these appointments, X2 Receptionist on the front desk one dealing with queries and one dealing with tasks to help the queue in the mornings/throughout the day?
- Maybe a Wait Here sign to be added?

PPG Newsletter and Recruitment

- Keen to bring back a PPG newsletter again – to investigate this to see if we can bring updated newsletter back once a month/quarter for patients to keep in the loop about practice changes.
- Recruitment Poster- Joining the PPG – to encourage new members. Need to review and update current poster.

Cornwell's Chemist

Cornwell's are wanting to keep patients up to date with a prescription timeline informing the process of the script, hoping that potential new technology to aid this will be coming soon.

Out of stock items -A proforma is currently in use between the pharmacy and us to inform the GP's of what items are not in stock and what they can get to make it easier going forward to ensure less problems.

Patient Appointment and DNA poster

CA showed this to the PPG. The poster showcased the amount of appointments offered, completed and how many DNAs there were for each month.

Smears update

Smears- LD praised SKL with the smear groups 25–40-year-olds achievement. 80% 25-49 83% 50-64 – Highest figures for the past few years. A postcard has been set up to send out to all external invites along with a letter, 2 external invites are sent and also invites from the practice changing this to the amount of DNA's – evening appointments are also offered through Extended Access. SKL has a direct Hot Line set up for smears to be arranged directly by her.

Wolstanton Medical Centre Patient Participation Group



	<p>ST queried – if patients do not respond to invites will they be invited by the practice again or will all invite cease, LD says that they will be invited again during the next fiscal year.</p> <p>Friends and Family feedback 540 responses 95% Very good/Good 11% Poor/Very poor</p> <p>Actions:</p> <ul style="list-style-type: none">• LD to look into privacy options at the reception desk• PPG to look into creating a regular newsletter• PPG/SKL/CA to look into updating the PPG recruitment poster	
11	<p><u>Date of Next Meeting</u></p> <p>TBA</p>	