



biddulphdoctors Patient Participation Group

Minutes from Meeting held in biddulphdoctors Health Centre
on
Wednesday 10th April 2024 at 10.30

Present:	Jo Lawson	JL	
	Carole Goodwin	CG	
	Oliver McGuinnes	OM	
	Susan Findlow	SF	
	Becky Knowles	BK	
	Diana Oliver	DO	
	Peter Stanway	PS	
Apologies:	Sue Ashman Melanie Smith Peter Price Simon Taylor		

Agenda Item		Action	Time scale
1	Greeting and Safety		
2 / 2.1	There were no matters arising.		
3	Practice Update; JL updated members that we have achieved our end of year targets and had worked hard on this. She also explained that we are now partaking in the Spring Covid Vaccine campaign along with Biddulph Valley Surgery and Leek Health Centre. Clinics are for the 75 and over, care home residents and immunosuppressed and will be completed in core hours throughout April/May here at the Surgery. The practice had been informed that there were no other sites in Biddulph that will be holding clinics. BK said that the invites will be sent via a text message with an attached booking link so the patients can book directly for a day and time that suits them. There will be a clinic in the AM and PM on a Monday, Tuesday, Wednesday and Friday where possible.		

	<p>This will commence on the 29th April. Care Home visits will be completed by Heather and Kathy (Elderly Care Team) from week commencing the 15th April followed by the home visits. We will contact those patients without a mobile number separately. Seats will be placed outside Room 41 for easy access and no queuing needed at the reception desk.</p> <p>JL – signed up for a scheme called Modern General practice and a plan will be put together on what we need to focus on as a Practice. She explained briefly that they are wanting us to look at other ways patients can book appointments other than calling in the morning (avoiding the 8am rush). They will be looking at the reports from the new telephone system to see how many callers we have had, how many were answered, how many were dropped. Possibly looking at adding more online consultations and other ways patients can contact us for admin queries. Making more appointments available through the NHS app etc. How we can reduce the DNA's. OM asked if they had improved, both JL and BK said they were below 100 last month which is the best they have been for a while. We have advertised the new cancellation system (calling the surgery and selecting option 5). Possible other option is to have a dedicated cancellation line where patients can leave a message. JL pointed out though that if a patient wanted to rearrange their appointment at the same time as cancelling they would be unable to do so using this method. Members praised the new phone system and the training the Patient Care Co-ordinators have been given leading to excellent care navigation.</p> <p>JL – registered us to be a dementia friendly practice with a view to all staff becoming dementia friends. Alerts will be added on to the patient record to tell staff they have dementia so extra support can be given.</p>		
4	<p>NHS App; BK explained there will be a drop in clinic on Thursday 11th April from 13:30 – 15:00. Invites have been sent out to all patients that have not yet got the app downloaded. 8 patients have confirmed their attendance. We will start by showing some short videos explaining what the NHS app is and how it can help patients. If after this the patient would like the app downloaded on their smartphone, we will do this for them. SF asked if it can be downloaded without photo ID which it can be.</p> <p>BK asked for volunteers to help tomorrow. DO stated that she would help along with PP and ST but we have had apologies from both that they are unfortunately unable to attend. OM has also offered to help and possibly PS if he is well enough.</p>		
5	<p>Locality Meeting Integrated Care Board request for Reps: SF - PP will be attending an online meeting. They want to work closer with the PPG's.</p>		

<p>6</p>	<p>PPG Focus Ideas for the future. Further participation as a PPG: SF - ICB want to set up direct links where the PPG meet with them. Idea is PPG members get together and feed back any issues they have.</p>		
<p>7</p>	<p>Any other business; DO – asking what else members can do to participate. She stated they do a lot on the admin side but are not involved in the clinical side, those decisions are made without any patient participation but the patients are who it most affects. JL asked for more clarification to which DO replied; for example if there are any new protocols, can the PPG members be invited to a clinical meeting to give their thoughts? JL will ask the clinicians and feed back.</p>		
<p>8</p>	<p>Date of next meeting; Wednesday 12th June 2024 10:30</p>		