**CHASE MEDICAL PRACTICE / HEATH HAYES HEALTH CENTRE**

**PPG Minutes AGM Minutes**

**12 September 2023**

**1800-1930**

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| **Agenda**  **Item No.** | **Minutes** | **Action By** |
| **1.0** | **Present**  Pauline Scott, Fiona Hamilton- Clarke, Gordon Alcott, Joanne Law  **Apologies**  Carl Salmons  The minutes of the previous meeting were distributed and ratified | PS |
| **2.0** | **AGM**  Due to lack of Participants, Gordon Alcott (chairman) has agreed to carry on in the role for 12 months. Joanne Law has agreed to continue as secretary |  |
| **3.0** | **PPG Recruitment**  We have discussed ways to recruit to the PPG, We have discussed a recruitment drive at our Covid & flu clinics which are running at the end of the month. Pauline is looking at advertising stands to put in surgery to encourage recruitment also. |  |
| **4.0** | **Complaints overview**  19 Low level Complaints  2 were escalated to NHSE but not upheld.  Communication skills, lack of empathy seemed to be a common thread. We discuss all complaints in both clinical and administration team meetings to learn from them. We have discussed in detail with clinicians to show empathy & Jo makes patient care & service priority with administration team. |  |
| **5.0** | **Online Access**  From the 4.10.23 patients will be able to see everything online. |  |
| **6.0** | **Patient Survey**  We continue to run our own survey following national survey results. We can see positive improvements identified on the survey. |  |
| **7.0** | **Website**  Our practice website is the 2nd best in the PCN. The PCN are looking at all practices having a uniform site. They are currently looking at options. |  |
| **8.0** | **Phones**  The practice will be having a new phone system installed which will aim to make getting in touch with the practice easier and more efficient. The system will allow a call back service along with options to press to get through to relevant person quickly. |  |
| **9.0** | **Online Appointments**  The facility will be introduced to have online consultations which are then triaged by surgery and an appointment made for the patient. We discussed the different ways patients want to access the services and Gordon suggested that we reply to patients as requested i.e. if they have Emailed that we respond via that method. We identified that people sometimes prefer to Email as they can see email delivered and read and have evidence themselves. |  |
| **10.0** | **PCN Staff**  We will be having more Staff introduced to the practice including Paramedic’s we are currently waiting for our allocation. We discussed the Challenge is the best way for them to integrate into the practice as they are not prescribers, which can lead to 2 appointments for the GP.  PCN forward view is to set up volunteer groups, The focus will be for them to focus on certain areas for example, to work in areas of depravity or areas where the uptake to screening programmes is less. It will include social prescribers and care coordinators to offer support. They could focus on groups such as Learning disabilities, Cancer support, Dementia, High BP etc. |  |
|  | **Surgery Staff**  We have recruited two more apprentices to the practice following Heather’s completion of the course. Heather has stayed with us on a Part time basis and has started a Foundation to nursing at college.  The apprentices are working alongside completing an 18 month course. They are fully supported during their training with specified time to complete online projects. |  |