



Informal PPG Meeting

Date: 12 Sept 2024

Venue: Kingsmead Medical Centre Meeting Room

Present: Ellie Thomas, Eaimy Eldho, Mandy Skelding-Jones, Lee Brown, Beth Hanson (4.55 – 5.40),

Apologies Valerie Mais, Mo Morron, Les James, Lyndsey Stott.

1. Introduction

Ellie said that as we did not have a quorum of members we would hold an informal meeting where we could discuss issues, hear reports and take information. No decisions would be made.

2. Minutes and Action Log

The minutes had been cleared by correspondence. The Action Log was reviewed and Ellie reported back on Action 5/24 on her meetings and correspondence with Ken Power, HR Manager, on how to promote PPG. They had reviewed the PPG logo, terms of reference, publicity material, application form and approach to recruitment.

Ellie circulated a recommended new and dedicated logo for PPG, and a range of new documents and application form drawing on examples of best practice.

On the approach to recruitment it was suggested, in the longer term, we seek to develop volunteering by inviting companies and other organisations to meet their community responsibilities through involvement with PPG.

The intention is to put the new material on 'envisage', the Practice's social media and website.

There was discussion on the frequency of meetings and whether TEAM should be used.

3. Practice Update

- i. Beth outlined the collective action GPs started on 1 August to make the government take seriously their request for extra support and to increase awareness of the issues they face and the funding they need to act as expert gatekeepers to healthcare.

- ii. Mandy reported that PACO had had some initial teething challenges. The Practice believed patients are getting used to the new processes and procedures. It was felt continuity of process was needed to allow PACO to fully bed in.
- iii. Flu and Covid vaccinations will be delivered in October to those who are eligible. Notifications will be sent through PACO and by mail to those who do not have IT.
- iv. Mandy shared telephone business volumes, flows and patterns on calls answered, unanswered, call backs, speed of answering and abandoned calls. PPG asked if a PSC supervisor could brief them on how information was used in real time to meet demand.
- v. Mandy volunteered to provide PPG with information on the volume and nature of complaints and the Practice's response.

4. Patient feedback

- i. It was suggested that PSCs inform patients when GP appointments are running late. The issues around doing this were discussed.
- ii. Clarification was sought on what a patient could arrange for further investigation and what had to be booked by a GP. Beth said that a patient would only be asked to book a blood test. All other investigations needed to be booked by the GP.

5. Any Other Business

None.

6. Closure and Next meeting

17 October 2024.

Possible Agenda Item	- The Role of the Patient Service Co-ordinator
	- Nature and Number of complaints.