

Minutes of ASK PPG Meeting held In Meeting Room

Harris Medical Centre at 2 p.m. on January 24th 2024

Members Present: Emma Phillips (EP), Alahna Canning (AC), Jodi Searle (JS), Pauline Duncan (PD), Richard Watkinson (RW)

Apologies for Absence:

Minutes of Previous Meeting: N/A

Welcome:

- EP welcomed and thanked everyone for joining today's meeting.

Recruiting more patients:

- EP asked what we can do to recruit more members for the PPG as it has been a while since the last meeting was held.
- PD said that not all patients might not be able to get to Harris for the meeting so we could try to hold the meetings at other sites to make it more accessible. Also mentioned that staff were unaware of the PPG in the first place so we should try to inform more people about it. We should have more noticeable advertisement, maybe leaflets that people can take with them.
- EP mentioned that social prescribers get to know patients more so it would be beneficial if they could spread the message.

New Build:

- EP mentioned that we have experienced significant delays with the new build however the council is working towards it being started in April this year.
- RW suggested that we could make a video about the new build to raise awareness about it and update patients.

FFT (Friends and Family Testing):

- EP explained that the FFTS are a way for patients to anonymously send feedback about their recent appointment and that we get around 260 a month and usually 90% are positive.
- PD asked if we were responding to the negative responses and suggested that we find a way to respond to them to let people know that we are listening to their concerns.
- EP mentioned that we look for common themes within the negative feedback to see what we can do to improve.
- RW suggested promoting the "you said, we did posters" in the waiting rooms via the TV's

Written Survey:

- EP asked What improvements would you like to see, how to better involve patients other than the FFT's
- RW suggested Engage patients with Microsoft teams, Q&A for patients once a month in person and or on teams.
- EP asked How would you enhance your experience: It was mentioned that doctors are usually prepared for appointments and are focused on the patients, so it was asked if this could be brought up as a positive but also remind doctors to do this to ensure all doctors do this.
- EP said that she will bring it up in the next operations meeting.

Asylum Seekers:

- EP mentioned that we could maybe get a representative for the Asylum seekers registered with us for the meetings and if needed have a translator.

Final Comments/Feedback:

- RW mentioned that there will be patients who aren't speaking up so we should involve them more.
- EP agreed with this idea and said we can set up drop-in sessions for patients.
- JS mentioned that we could maybe put-up posters in clinician rooms to advertise the PPG better as patients may notice the posters more in those rooms rather than in the waiting room.

Matters Arising:

Date of Next meeting: TBA