logo **MINUTES FOR PPG MEETING**

**OF TUESDAY 25TH APRIL 2023**

**ATTENDEES: JK, TJ, JoKi, UR, BC, ROB, AM, RM, GH, EA, SH, SR.**

1. **Welcome, apologies**

Apologies from CR & KG unable to attend.

New members - Discussed meetings have been held every 3 months since covid, and generally last 1-2 hours. 10-12 is usually the average numbers for attendees. We do have additional members that don’t/ can’t attend, and they send questions/ discussion topics via email.

1. **R/v minutes last meeting**

Last minutes sent out promptly. We didn’t receive any feedback of inaccuracy.

1. **Actions last meeting**

New website – Outlined below.

Volunteers to help Chris with notice board – SH has volunteered.

Volunteers to attend neighbourhood meeting – Outlined Below

Mission statement – JK fed back to RW, the overall feeling from PPG at the last meeting was that the statement wording was perhaps a bit little bit pompous, and it would mean more if expressed differently and in more simplistic language. Discussion followed that there were certain expected formats for mission statements for organisations and that CQC might look at as reference. JK will feedback when finalised.

JK has been chairing meetings for now–guidance is that should be chaired by a PPG member not a member of the practice as it can be felt that the chair is not impartial. Group will consider maybe rotating the chair.

1. **Neighbourhood meeting update**

Neighbourhood meetings now back in action – the lead is one of our GP’s NB, meetings held every 2-3 months. Venues rotate around the local area – EA attended neighbourhood meeting with a friend, EA recommends and felt it was really good they discussed social isolation and communication, winter resilience. Email the neighbourhood newsletter out to PPG members (SH to receive a copy by post). Confirm how often newsletters are sent out. Neighbourhood meeting will be a regular agenda point. Next meeting, we think is 18th May will need to confirm.

1. **Practice website ideas/wants**

Our new website is now up and running. Discussion around why we chose the website and what they offer. Overall felt the website was an improvement although we are still working our way through it amending and improving so please bear with us.

Reflections on old website and limitations.

Brainstorming session then followed – ideas for new website. PPG felt main reason to access the website would be if feeling poorly or out of hours. If patients could book appointments through the website, they would find this easier. Information regarding Red eye clinics, treatment rooms eg stitches and dressing clinics misleading as listed under Clinics and Services. Add info for patients re Walk in centres & what they offer & don’t offer.

Extended hours – need adding to website.

RM can help with website analytics if we need assistance.

Old website was used occasionally by PPG members -felt it wasn’t very good. Worry/question on how reliable/ trustworthy the accessibility of the site is, explained we have no way to monitor this but if we do experience any issues the website provider is easily accessible unlike our old website where we could wait 4 days for a reply.

Waiting for domain to be changed to nhs.uk as we feel this appears more secure and legitimate.

Discussion over section that states “We do not routinely take repeat prescription requests over the phone as we find increased errors occur in verbal communication”. Member felt that this could be a barrier for some patients. We explained that before that statement we do list 4 options of how you can order your repeat prescription.

1. **Extended hours update (LIVI)**

Piloted for GP’s in Manchester to help with work demand. Video Consultations. The pilot scheme has now ended. Mixed reviews about this service. Other extended hours services available, bookable by Bodey reception: In house Monday eve late clinic until 9pm, PCN – “Surge/ hub” appointments ran from Burnage health care, they offer telephone appointments with a GP & HCA (bloods only) Thursday, Friday, Saturday, Sunday. Limited availability.

1. **AccuRx patient triage discussion**

We will be moving over to an Online consultation patient triage where instead of calling the practice at 8:30am to book an on the day appointment, patients will go to our website and complete and submit a form. This will Improve communications, Help free up our phones. It is not being used as a barrier, all forms submitted will be triaged by a GP rather than a receptionist triaging on the phone, resulting in the patients receiving the right care, from the right person at the right time. Patients who do not have access to the internet can still call reception and a receptionist will complete and submit the form on their behalf. Original start date was going to May, we felt this wasn’t enough time to prepare and advertise to patients so have pushed back to June. PPG member stated that they used this at a friend of hers surgery and it didn’t work well, Asked if she could discuss with friend what aspects didn’t work well. What were the obvious mistakes. We are never going to get the perfect appointment system, but we are trying to find what works best for our patients.

You can find more information here: <https://support.accurx.com/en/articles/5390855-patient-triage-patient-guide>

1. **AOB**

* Working people/ PPG member uptake – Some people can’t always attend meetings as during usual working hours, maybe every couple of months have a meeting in the evening or late afternoon? Teatime? Around 4pm. We will discuss this and review. UR will ask her students what would encourage them to join a PPG and attend and feedback to the group. How can we advertise better for new members? A notice on the board – already have, ideally attract local young people to the area as well as students. Advertise that Patients can Join but don’t have to attend meetings. Application form on PPG page of website. Group discussed that going forward, meetings on a Tuesdays could work better. Fridays can be intrusive if people have plans for the weekend.
* Discussion re pharmacies taking prescriptions from spine. Unfortunately, we have no control over this and any pharmacies that patients feel are acting unlawfully should be reported to the GPHC. Sidenote – All Lloyds pharmacy inside Sainsburys are closing.
* Check PPG Info on website. Wording is not very pleasing, change? Balham Park Surgery website has a good example of PPG information. Could add a section of “You said… we did” with Key topics/ key responses.
* Praise for reception staff, members felt they are always helpful and jolly.
* When patients sign up for News alerts on the practice website the email is coming from Practice 365 rather than a Bodey email which could be confusing. Can this be changed?
* Patient had recent experience where son had Tonsilitis, and the clinician requested a picture over the phone – The patient felt that this was not good enough and should have been seen face to face. Explained that every clinician works differently, and priority is to treat on the day.



**Actions**

**TJ/ROB-** neighbourhood updates to group

**TJ-**liaise with CR re next date

**CRJ-** contact **SH** about noticeboard

**GH**- feedback any learning points from AccRx launch in another practice

**PPG members** look at website and email any errors ideas to ROB

**PPG members** look at PPG info area as example on another GP website and consider similar/ideas how to progress the group

[Balham Park Surgery Patient Group – Balham Park Surgery](https://balhamparksurgery.co.uk/patient-group/)

Next meeting - July – Date to be confirmed.