

***Dr Taylor and partners***

***Patient Participation Group***

***Minutes of the First meeting***

***5<sup>th</sup> June 2023***

**Introduction**

Julie welcomed everyone to the first meeting and thanked them for giving up their time. She confirmed we had previously had a PPG but that this had dwindled over the years and stopped during covid. Julie hoped that the group would work together to improve the services the practice offers to our patients. Some things cannot be changed because of financial and clinical constraints but we are keen to improve patient experience and change the things we can to meet the needs of the patient population.

**Getting to know you**

We had a round table introduction giving some basic information about ourselves.

**Ground rules / Code of Conduct**

We discussed setting some ground rules for the group and the following were agreed:

- This is not a forum to discuss individual issues or complaints
- All views are valid and will be listened to and considered
- All group members must treat each other with respect and courtesy at all times.
- There should be no phones on or other disruptions
- We advocate an open and honest discussion
- PPG members should take decisions solely in terms of value to patients and the public.
- Members to sign the Code of Conduct statement of acceptance.

**Confidentiality**

All group members must respect the status of confidential issues they read and discuss. Confidential information includes all information relating to the Practice and its patients and employees. This applies during your relationship with the Practice and after the relationship ceases. Members were asked to sign a confidentiality agreement.

## **Terms of Reference**

**Quoracy** – it was agreed a minimum of 6 PPG members are required to run the group (this is inclusive of 2 practice members)

**Frequency and timing of meetings** – meetings will initially take place on a monthly basis. Timings and days will be varied to be inclusive of others.

**Administrative support** - it was acknowledged the PPG would need administrative support and would ideally require a Chair and Secretary.

**Training for PPG members** –PPG members do not need to have formal training but some of you did ask. I have made enquires and awaiting a response.

## **Overview of the practice**

The practice provides a range of health services for our patients. We deal with on the day and routine appointments requests; we provide ongoing care and support for patients with long term condition such as heart failure, diabetes, asthma, stroke, chronic obstructive airways disease, blood pressure etc. We also run clinics for patients with learning disabilities, dementia and mental health problems. We provide minor surgery, joint injections and contraceptive coil and implant clinics.

We are part of York Road Primary Care Network, which includes two other practices; Garden Surgery and Rookwood Surgery. Primary care networks (PCN) build on existing primary care services within our practice areas to enable practices to provide proactive, personalised, coordinated care. An example of this would be our PCN care co-ordinators, employed specifically to reach out to our vulnerable population. We also have physiotherapists, occupational therapists and pharmacists.

We are currently reviewing our telephone system with a view to moving to a cloud based system which should be beneficial for patients and staff.

We are also doing a large piece of work on care navigation with our reception team to enable them to signpost patients to the most appropriate health professional rather than always to the GP. For example a patient with a back problem will see a GP (who is not an expert on musculoskeletal problems), the GP will refer to a physiotherapist (who is an expert on musculoskeletal problems). Our reception team have already starting signposting patients straight through to the physiotherapist. This saves an appointment for another patient who is more complex and needs to see a GP.

## **Where to now?**

It was agreed that the group will evolve over time and to start with small projects initially.

To link in with our care navigation training Julie thought as a first project a review of our practice website <https://www.shaftesbury-churchview.co.uk/> would be useful. Is it user friendly, simple, easy to navigate? See data from our GP Survey results which asked patients how easy it was to use their practice's website. The results show the percentage of patients who found it easy to use.

Aug 18	Jul 19	Jul 20	Jul 21	Jul 22	Average
71%	84%	95.6%	77%	72%	80%

We are thinking of incorporating a ‘one stop shop’ to help our patients navigate to other health professionals /services which may be more appropriate – the link below is from a practice who have already developed such a system.

### **Any other business**

We had a general discussion about our new online consultation system ‘Patches’ and issues with obtaining prescriptions. Jenna explained as a practice we request 48 hours to process repeat prescription requests though the pharmacy may take up to five days to dispense the item.

### **Date of next meeting**

Thursday 6<sup>th</sup> July 2.00 to 4.30 pm

### **Actions**

<b>To distribute the minutes for approval</b>	<b>Julie</b>
<b>To upload to practice website</b>	<b>Jenna</b>
<b>To review practice website and present suggestions</b>	<b>Group</b>
<b>To send out agenda prior to next meeting and ask for items for inclusion to be submitted</b>	<b>Julie</b>