

PPG Meeting 4th July 2023

Minutes

Welcome, introductions.

Settled, and made introductions. Group member has resigned due to other commitments – will participate in virtual groups.

Review of Website

Some changes were suggested:

- Reference to e-consult still showing under the “Appointments Information” tab. This needs removing and the link/information about PATCHs to be moved higher up*.
- Broken link under the “Minor Injuries Unit” heading.
- Changes to be made to the “complete our form” section under “Repeat Prescriptions” to clarify which fields need to be completed.
- Suggestion to be able to filter pharmacy search results by those that are currently open.
- Move “accessibility” button higher for those requiring assistance with viewing the website so they don’t have to scroll all the way to the bottom for it/go looking for it.
- Concerns about Church View being seen as second class to Shaftesbury and the website being biased towards the latter. Suggested giving equal presence to both sites on the home page with a photo of each surgery building.

It was noted that PATCHs is not working as it should. An unregistered patient should be able to check messages sent via PATCHs without having to register. This has not happened for him. He has received text messages from PATCHs but has ignored/deleted them as there is no obvious affiliation with the NHS/Church View/Shaftesbury and is conscious of scam messages. This brought up a discussion on the frequency of texts sent advising patients not to contact the surgery as they were under-resourced.

Proposed communications for new pre-bookable appointment launch

Unresolved at the time meeting ended. There was some discussion over whether a communication needed to be sent at all.

New Practice Team

We discussed the Accessing Healthcare leaflets Jenna distributed and had positive feedback. A suggestion was made that these could be added to the website. We touched on the Community Pharmacy Scheme but agreed to discuss further at the next meeting.

AOB

Volunteer Chair - to be on the agenda of the next meeting.

Meeting to take place in August, date tba.

Actions:

Update website – Jenna

Liaise with PATCHs re text message identification (NHS) and what access unregistered/registered users have – Julie/Jenna – relayed back to Patchs would be helpful to have NHS logo.

Send out agenda prior to next meeting and ask for items for inclusion to be submitted – Julie

Issue minutes – Julie