

The Patient Participation Group -Meeting notes

Date: 18.09.2024

no	Items
1	<p>Welcome and apologies</p> <p>Patients: K. Ehm, H. Ehm, D. Clarke, A. Sellick, P. Cook.</p> <p>Practice: Dr Randall (Partner) , J. Bacha (Q&I Manager)</p> <p>Apologies: K. Bell</p> <p>John welcomed all the PPG members to the first face to face meeting after covid. It took a while to form the group.</p>
2	<p>Approval of the minutes of the previous meeting (to be proposed and seconded)</p> <p>This is the first face to face meeting after covid. Arranged virtual meetings on 16.05.2024 only one member of the team joined it. No minutes for the meeting recorded</p>
3	<p>Matters arising from the last meeting</p> <p>NA</p>
4	<p>Items for discussion (consider new members, local and national initiatives etc. and limit time)</p> <p>John emphasized that choosing a Chairperson and Secretary for the PPG group is important. PPG members can decide among themselves to elect these roles. Additional details will be sent via email or post.</p> <p>can John remain and host the PPG meetings? John clarified that it's the responsibility of the PPG members and having a PPG secretary will be assisting with such query. All the agenda should be sent to secretary. the agenda and meeting minutes will be circulated by the secretary. However, the QI manager and a partner will attend these meetings on a quarterly basis.</p>
5	<p>Any other business (an opportunity for members to voice patient/carer concerns/suggestions or compliments)</p> <p>Digitalisation: inquired about provisions for patients who are not tech-savvy and face difficulties accessing online services. QI Manager explained that a paper version is available for patients who are less familiar with using computers and mobile devices. Moreover, all the forms are available at our website as well.</p> <p>Access & Demand: All patients have access to our systems, but the high demand remains an ongoing challenge. We advise patients to use extended access, walk-in centers, e-consult, NHS 111, and Pharmacy First services for minor illnesses. We are fully staffed with both clinicians and administrative staff.</p> <p>The management took part in the GP improvement program for six months and made several changes to the practice's appointment systems and processes.</p>

The Patient Participation Group -Meeting notes

	<p>Online Appointments: The surgery does not offer an online appointment system, as it conflicts with our triage process for booking with appropriate health professionals. Staff triage all calls and are trained to direct patients to the right professional, ensuring GP availability for more complex cases.</p> <p>High Volume of Needs: Some patients have a high volume of needs and book frequent appointments. Dr Randall mentioned that doctors take responsibility for these cases, and they are monitored periodically based on the patient's needs.</p> <p>Transition from Cater Street to Halsey Road: The move will not impact service delivery. Halsey road offers better patient access, and three new clinic rooms are now available. Operations wise it remains the same from 30.09.2024.</p> <p>Feedback from practice:</p> <p>QI Manager will send meeting notes, policies, and additional PPG-related information to the members.</p>
6	<p>Location, date and time of next meeting</p> <p>11th December 2024 at 6.30 pm – King Street surgery 2024 All are welcome.</p>