

Minutes of the meeting of the Green Meadows (GM) Patient Partnership Group (PPG) March 6 2025

1. INTRODUCTION AND OPENING STATEMENT

The Secretary welcomed those in attendance and ran through the agenda and all attendees introduced themselves and in particular introductions were made from Dr Bhamra and Vicky Green and Vicky Watts.

Update on actions from previous meeting

Minutes from previous meeting 23 January 2025 were agreed.

Aims of PPG, Roles and Responsibilities

The Secretary facilitated a session to review the NAPP Roles and Responsibilities (Attached to minutes from January) - It was agreed that this group will adopt these as best practice but focus on the following areas for the rest of 2025.

- *Advising the Practice on the patient perspective*
- *Communicating with the wider patient body*
- *Carrying out research into the views of those who use the practice*
- *Influencing the practice or the wider NHS to improve commissioning*

However this is not an exclusive list and if possible the PPG will take on some of the other recommendations.

The point was made by the Chair and Secretary that the PPG is not a space to air personal feedback on the practice. The GM team reinforced this and reassured there is a clear process for feedback from patients. All agreed that this is something the PPG should pick up and promote.

FORMAT AND FREQUENCY OF FUTURE MEETINGS

Agreed PPG meetings will take place every 6-8 Weeks.

2. COMMUNICATING WITH THE WIDER PATIENT GROUP (WEBSITE, SOCIAL MEDIA, NEWSLETTER/NOTICE BOARD/TV SCREENS)

The Secretary took the attendees through a proposal to use four core channels to communicate to the wider patient group.

- I. *The Green Meadows website* - Managed and updated by GM. Recommended updates are in hand to create document repository, link to feedback form (Dr Bhamra confirmed this was in hand). Meetings minutes will be hosted on the Patient Group Page but all agreed names will be redacted.
- II. *Email & SMS* - Managed by GM - GM updated that email to current Virtual list is still to be confirmed the plan is that permission will be obtained from this group so that the PPG can directly contact them for future communications about PPG activities
- III. *Notice Board & TV Screens* - Managed by GM. All Agreed this is a useful tool and PPG will create signage ASAP to promote the Group and how to join
- IV. *Social Media* - Managed By PPG - WV confirmed a FB page has been created this is an invite only group and the strategy is to invite PPG members to join this group. Information will be hosted here that will drive users to visit the Green Meadows Website for more information.

Actions:

- **ALL** to familiarise themselves with the navigation to the Patient Group webpage
- **VW/GM** to continue the process to update Patient Group page to host PPG documents, link to feedback form and how to make a complaint.
- **CW** to create A5 Flyer and A4 Poster to promote joining PPG via the Patient Group page
- **CW** to create TV screen Slide to promote joining PPG via the Patient Group page
- **GM** to print off copies of A5 Flyer and poster , post on notice board and distribute to every consulting room and request all clinicians offer one to every patient.
- **GM** to advise the date when the Patient Group page updates will be completed
- **GM** to email the current list of PPG members to request permission for the email to be shared to the PPG group
- **GM** to advise when PPG group emails will be available for the PPG to use for wider communication
- **WV** to review PPG email account to ensure its fit to activate bulk emails.

3. RECRUITMENT OF NEW MEMBERS (AGREE AN APPROACH USING THE CHANNELS SET OUT ABOVE)

The group took part in a short exercise to come up with some ideas to recruit new members - Great ideas were suggested and are set out below with a suggestion of who should action/take responsibility. (See appendix 1.)

4. NEWS FROM THE PARTNERSHIP

Dr Bhamra took the delegates through a comprehensive update regarding recent CGC findings Highlights are below and comprehensive update attached. (Appendix 2).The CQC report is available on the GM website.

Summary:

Econsult

- GM has more daily submissions than any other practice in the PNC 100-150 per day double work load of other surgeries
- All Econsult submissions are actioned on the day with follow up within 10 days (most are completed on the day).
- All Econsult submissions are now reviewed in-house by GM clinicians.
- Econsult is open 07.30 - 18.30 hrs Monday - Friday.
- Based on patient feedback 'Flags' have been removed from the submission process ensuring a better outcome for users and less frustration when the outcome is a referral to emergency services.
- Incoming phone calls still average 2-3K per month ?

Month of Birth strategy

GM has adopted the strategy that offers patients with long term conditions an automatic medical in the Month of their birth.

Areas for focus requested

- Smear Tests for 50-64 years - Dr Bhamra called for PPG support to get the message out to this cohort of patients wider patient group.
- Reinforce the need to be available on the day of Econsult submission.

Action: Create promotional signage to share with PPG to promote these themes to wider patient group. CW

5. AOB

AIRING FEEDBACK

Recommended that once a quarter the PPG meeting should focus on gathering feedback. Providing a space to air views on what the common issues are, with the PPG role to be to disseminate the anecdotal feedback create a data set of themes and topics to feedback to GM and to consider what the PPG can do to promote processes for addressing the current issues.

Action-

- Agenda item is added for the Meeting in May./June **CW**
- Clear process for providing feedback to be reinforced on the GM Website **GM**
- PPG to consider ways to promote the process for providing feedback to the practice **ALL**

NOMINATIONS

Agreed that formal process to vote in a new Chair and Secretary should commence . Current Chair will step down after the summer.

Action - Agree Nomination Process **CW/DF**

6. Date of next meeting

Date of next meeting Tuesday 29 April 2025. At 18:45

APPENDIX 1

Communication activity - How can we recruit more members

Suggestions to promote PPG and Drive Recruitment

Suggestions	Responsible	Action
Newsletter	PPG	Strategy is to create a highlights newsletter digital and printed that will drive readers to visit the GM website.
Digital Newsletter	PPG	Suggestions : A short quarterly newsletter to be hosted on the Website with A5 Flyer to promote in the surgery, this can include staff changes at the surgery and key focus areas and should drive patients to read full formation on GM website.
Talk to neighbours and other social groups	ALL	Familiarise ourselves with the website and the feedback procedures and share with our friends and neighbours.
Promote to Baby groups/new mum sessions/ other linked services e.g Heatherwood hospital.	GM	
Have PPG meeting during the day	ALL	This must be considered once contact is made with groups who are better served by a session during the day (NB location will need to be considered)
Have sign post on Econsult page	GM	
Have promotion when on 'hold' on the telephone	GM	
Signage on school, Community /care homes/ notice boards/Church Halls/social clubs etc.	PPG & GM	PPG to create promotional signage once Website is updated
All interactions in GM to hand out QR code flyer to promote PPG	PPG & GM	PPG to create simple A5 Flyer and share with GM. GM to action
QR code on walls in Consulting Rooms	PPG & GM	PPG to create simple A5 Flyer and share with GM. GM to action
QR code on Email signage	PPG & GM	PPG to create simple A5 Flyer and share with GM, GM to action

Appendix 2 - GM Update delivered by Dr Bhamra to follow