

MINUTES OF PATIENT PARTICIPATION GROUP MEETING HELD ON 12 JULY 2022

1. **Present:** JL, ET, CHi, RC, SC, JR, MS, ND, AD, LL, JS
2. **Apologies:** CHe, ST, PS, IB, JM, HD
3. **Welcome:** JL welcomed everyone to our first in-person meeting since February 2020. She welcomed and introduced new members LL and JS to the group.
4. **Staff Update:** BD has left the Practice. We welcome the appointment of ST, Reception Manager to our team. New GP Dr Zaid Sabe Eleish will join us in August. As a training Practice, we look forward to welcoming 6 GP Registrars in August.
5. **Covid Boosters:** As a Primary Care Network (PCN), the Practice has been asked to vaccinate immunosuppressed, housebound, 75 and over patients and patients who would have difficulty travelling to a vaccination hub. Autumn boosters will commence in September. More information to follow, as guidance is awaited from NHS England. Patients who are not in the above groups will be invited to attend a hub, (John Smiths or Cathedral House) for their vaccination. AD asked for the Practice's view on patients attending a hub for their Covid vaccine. JL said that the Practice encourages this, as the aim is to get everyone vaccinated. The Practice is currently awaiting further national guidance and will plan how it will administer Covid vaccines, alongside flu vaccinations. JL and ET manage the arrangements at PCN level.
6. **Enhanced Access – Patient Survey:** A new Enhanced Access service will be introduced across The Mast Primary Care Network (PCN) from 1st October providing appointments outside the core practice working hours of 8am and 6.30pm. An Enhanced Access Patient Survey has been launched to make sure that the service meets the need of patients. To date, 1,000 responses have been received.
7. **Patient Access:** AD raised the issue of long waits in getting through on the phone. JL said the Practice has increased the number of telephone lines, and appointed two additional receptionists. Online booking of some routine appointments has now been restored, which will help to reduce the demand on telephone lines. Telephone stats are available. JR said that when she looked for online appointments, none were available. JL replied that the appointments become very quickly booked, following release. It was suggested including a sentence on the online booking page "We are reviewing appointments – please check back online soon." LL asked about an operating model. AD suggested looking at a Call Centre Model.

AD asked about the patient/GP ratio. ET said we are slightly above the national average (8200 patients / 4 GPs / 3 Nurses).

It was agreed that the Practice would produce a navigation feature to educate patients and signposting options, for our Autumn Newsletter and website. **Action: ET/CHi.**

JL said that the Practice is always looking at how improvements may be made, and welcomes any suggestions from a patient perspective.

- 8. Website:** It was highlighted that Sickness Certificate Information is out of date.

Website Upgrade/Soft Launch: ET thanked PPG members for reviewing and suggesting recommendations to improve the website. The improved site is not yet ready to do the soft-launch.

JL said that The Mast PCN is also undertaking a review of its website. LL/JS offered their support, skills and experience.

It was suggested that a PPG/Website/IT Project Group be formed, which would report to PPG. Suggested membership: CHi/RC/SC/LL/JS. JL said that meetings could be held at the Practice.

- 9. Community Garden Officially Opened:** JL informed the meeting that The Mast Jubilee Garden had been officially opened by Clinical Director Dr Louise James, on 2 July. The Garden plays an important role in our social prescribing, health inequalities and general wellbeing.

- 10. PCN Update:** JL informed the meeting that the Wellbeing Bus will be out and about over the summer at Honley Show, The Denby Dale Centre and Clayton West Methodist Church, Scissett Baths and Emley Show.

11. Date and Time of Next Meeting:

Tuesday, 4 October – 1.30pm-2.30pm, Kirkburton Health Centre