

MINUTES OF PPG MEETING HELD ON WEDNESDAY 13 NOVEMBER 2019

1. **Present:** JT, AW, CHi (Vice-Chair), MS, SS, JM, JW, PS, LC
2. **Apologies:** Dr BW, CHe, SC, NN, JR, ST, HD, RC, NS
3. **Resignation:** JT informed the meeting that GW had submitted a letter of resignation from the group.
4. **Minutes of the previous meeting:** Minutes of the meeting held on 25 September were accepted as a correct record.

5. Matters Arising:

Did not Attend (DNAs)

AW informed the meeting that when the system is alerted that a patient has failed to attend an appointment, a text message is sent informing them. The main reason for DNAs appears to be that patients have forgotten to cancel their appointment. The practice will consider removing patients who miss three appointments in a twelve month period, from the practice list. AW reported that there is a new feature within the text message appointment reminder system, which allows patients to text back to cancel an appointment. The practice is working hard to improve DNA rates and continues to raise awareness by publicising monthly figures at the practice and in the newsletters.

Hearing Loop

JT informed the meeting that the practice have agreed to purchase a portable hearing loop system. This was welcomed by the group.

Social Get Together

It was agreed that an informal PPG/Practice Get Together would be held at **12.30pm on Wednesday 11 December, in the Health Education Room**. JT said that practice would provide light refreshments. **PPG members are requested to inform CHi whether or not they will be attending, no later than Wednesday 4 December, please.** [Apologies from PS and LC were noted].

6. Practice Update

Staff Changes

JT announced the appointment of Salaried GP Dr RS (female). Dr S will work full days on Monday, Wednesday and Thursday.

The practice has recently appointed receptionists, HT and JP – both are settling in well. Reception supervisor LB, Administrator IR, and Practice Nurse DH have recently left the Practice. Practice Manager (Business Finance) JRa will leave the practice at the end of January. Her successor, (JL), has been appointed and the Practice is looking forward to welcoming her to the team.

7. Prescription Desk / PPG Information point

JT reported that a Quality Improvement piece of work has been undertaken, which recommended streamlining access and reducing queues at the main reception desk. The practice is considering introducing a prescription desk which will offer patients a dedicated facility to complete and hand in prescription forms. JT said that the Practice would welcome involvement, suggestions and support from PPG members. CHe and CHi are to meet with JT, AW and ET to put together a suggested proposal.

8. Primary Care Network

Meeting with PPG Representatives of MAST Practices

JT agreed to liaise with member Practices in order to arrange a meeting of PPG Chairs.

Appointment of Social Prescriber

JT informed the meeting that AS (female) has been appointed as Social Prescriber who will work across the MAST Network. The non-clinical role will provide personalised support to individuals, families and carers to enable people to take control of health and wellbeing.

9. Newsletter – Winter 2020

The following content was agreed for the Winter Newsletter:

- Staff Update
- Did Not Attend (DNAs) – September/October/November
- NHS App
- Carers Count

The editorial deadline is 23 December. Publication date: 3 January 2020.

10. Health Campaigns 2020

CHi informed the meeting that she had met with RF and the following topics agreed for the display boards:

- January - Dry January
- February - Vaccinations/Immunisations
- March - Cervical Cancer – new HPV campaign

Topics and content to be led and managed by RF/CHi.

11. Carers Count / Carers Coffee Morning

An email had been received from HD, which highlighted the low referral rate of patients who are carers, by the Practice, to Carers Count. JT agreed to raise at Practice meetings, and an article will be featured in the Winter Newsletter.

Carers Coffee Morning

Future plans will be discussed at the next meeting. The invitation letter to carers has been refreshed, and approved by ST/CHe and JT.

12. Any other business

a-Veteran Friendly Practice Accreditation

JT informed the meeting that the Practice is working towards becoming a Veteran Friendly Accredited Practice. The Practice will improve the way it identifies ex-service personnel and make sure they have the best possible treatment and support.

b-Pride in Practice Accreditation

The Practice is working towards Pride in Practice Accreditation. This status will empower the practice to confidently meet the needs of LGBT patients.

c-GP Training Practice

JT informed the meeting that the Practice is a Training Practice. She asked PPG members to consider whether they would be interested in supporting Year 2 Medical Students in training sessions, led by Dr BW, by presenting as a patient. This will help the Students to develop their communication skills. Any members who are interested in being involved should inform JT by email or in writing.

13. Date and Time of Next Meeting:

Social Get Together

Wednesday 11 December – 12.30pm in the Health Education Room

Please inform CHi whether or not you will be attending. Thank you

The meeting closed at 1.20pm