PRACTICE PARTICIPATION GROUP

**MINUTES OF MEETING HELD 9th June 2022**

Present:

Staff: Angela Allenby, Dr George,

Patients: Chairman BJE, BB, SB, AB, JB

Chairman BJE opened the meeting

Apologies:, SL, HS, JE, JC

**Minutes from last meeting**

Minutes approved by the PPG as a true record.

**Matters Arising:**

None

**Practice Report:**

* New Nurse practitioner starts on Monday (working Monday all day, Tuesday and Wednesday morning).
* CQC inspection planned for June has now been cancelled until August 22; no date as yet.
* New covid guidelines; not necessary for masks for admin areas and reception unless staff choose to; clinicians will continue to wear. Masks available in reception if pts want to wear and anyone asked to attend to see a clinician who has respiratory symptoms will be asked if will wear a mask.
* Door is now open without needing the intercom.
* Staying with the triage system for clinic appointments; lots of services available now that Reception can care navigate patients to most appropriate team/person: First Contact Physio, Mental health Nurse, Chaplain, Social Presciber, pharmacy
* Online – practice is looking to open up some clinics to online booking and will monitor if used appropriately by patients
* Breast Pain clinic will be run from the surgery every other week from July.
* Practice is now Veteran Friendly Accredited Practice – Military veterans and their families can be coded on their record for specialist support and referrals.

**PPG Forum**

Jean will attend the meeting next week on behalf of the practice and report back.

**Social Prescribing**

Social Prescriber, Chris joined the meeting and explained about his role via Citizens Advice and the service that Social Prescibing offer to patients i.e. support with finances, social isolation, sign-posting into groups etc. Reception can refer straight to this service with the need for GP involvement.

**Patient Satisfaction Survey**

Practice ran a survey first week of June and responses distributed and discussed with PPG.

91 out of the 100 surveys given out were returned.

* Noted that the appointment questions in previous surveys were very less than 10% in the Fair/Poor category; this had now risen to 30%. Agreed demand was very different now post-covid with patient having very complex issues and practices working differently.
* However the quality areas in the survey were all less than 10% for Fair/Poor responses.
* Discussed the comments from the survey which in general were not too bad; one comments said about giving a time of day for a call-back. Difficult because some phone calls take much longer than others but practice will try to give am or pm going forward where able to.

**Any other business**

* Comment about wheelchairs users had been discussed at yesterdays practice meeting and staff will ask patients to let them know if they need help after their appointment leaving the building.
* AB informed the group that Lindsey Lodge now had more beds to offer in a new area.

No other business – meeting closed.

**Next meeting will be held on Thursday 8th September 2022 at 11am.**

**(Future meetings planned: 8th December 22)**

**The Patient Participation Group at The Oswald Road Medical Centre welcomes new members to join their meetings. Please inform the reception if you would like to attend the meetings.**