

PPG Meeting

15th September, 2020

Attendees:

Josh P-L, Jane W (Zoom), David R, Ray B (Zoom), Diane H, Gary S, Tracy D, Anne G, Lesley S, Peter H

Agenda

- Introductions
- PPG Terms of Reference
- Surgery Update
 - o Practice Manager
 - o Flu' clinics
 - o Lorna Mclean
 - o Surgery 'phone lines
 - o Signposting

Meeting Minutes

Introductions - Josh P-L (Assistant Practice Manager), Lesley S, David R, Anne G, Diane H, Gary S, Tracy D, Peter H, Ray B (via Zoom), Jane W (via Zoom)

Zoom - Unfortunately due to audio disruption from the laptop and computer we were unable to hear Ray B and Jane W who were remotely attending via Zoom. Also it was noted after the meeting that the attendees via Zoom were not able to clearly hear the conversations being had in the waiting room. Josh will look in to this for future meetings to see if a microphone can be installed in the centre of the room to plug in to the laptop as well as a webcam that can be positioned at one corner of the waiting room so that more attendees can be seen.

PPG Terms of Reference

Diane – there was a lot of information at the last meeting and she's tried to condense this down to the key points. Thank you Diane! Everyone agreed with the terms of reference.

Now that the terms of reference have been agreed Josh raised the need for a new Chairperson and Minute Taker. The request for a Chairperson was put to the floor and Tracy D volunteered with no opposition. Diane mentioned that a Vice Chairperson may be needed in case of attendance or other issue, which she volunteered for with no opposition. Currently Josh will keep the role of Minute Taker, but to review this in 6 months' time in March, 2021

- Chairperson – Tracy D
- Vice Chairperson – Diane H
- Minute Taker – Josh P-L – to discuss at March's meeting when the group is more established

Surgery Update

Practice Manager – Anna Laing left on 31st July, 2020 and will be replaced by Gail Patterson on 15th October, 2020. Gail has worked in the NHS for over 30 years but this will be her first post in Primary Care.

Flu' Clinics – these are available for those patients at highest risk of Covid-19 or if they're at risk, prioritising those patients who are in more at risk groups first. These are being carried out over the next 2 weekends with more appointments being put on later when more stock arrives. This is the first year that flu' appointments have been made available online which has worked brilliantly, by giving patients more freedom to appointment choice as well as reducing pressure on the telephone lines.

Lorna Mclean (ANP) – last working day was 28th August, 2020 and she's gone to pursue a career at the hospital looking after palliative care patients. We have also provisionally employed Donna Bowen who will see more of our Elderly and Nursing Home patients which should help free up GPs to see other patients. Donna is due to start in January, 2021.

Surgery 'phone Lines – these have been a bit iffy the past couple of weeks. The surgery has been assured that this issue should now be fixed, however we will update patients via our Facebook page if this changes.

Website Signposting – to help reduce demand on GP time or the surgery's telephone lines the surgery has put together a webpage on their website which highlights some areas that patients could seek medical advice elsewhere. Josh asked if the PPG would be willing to view this and let him know of any amendments they felt suitable. The PPG agreed. The webpage is, <https://www.mayfordhouse.co.uk/signposting>.

Jane W – How are we doing recruiting young members to the PPG? Or if anyone had any suggestions of how we could recruit this target audience? Josh updated that the PPG had 2 new members join the group, Gary S and Peter H.

- Diane suggested that the surgery could contact the sixth form college to see if any of their students would like to join?
- Tracy D asked whether the surgery had Facebook? Which it does, and that we could look to recruit via this route? It was decided to postpone this option due to its far reaching audience while the PPG gets more established. To discuss at a future meeting.
- Diane mentioned that we have refugee patients and could we try to recruit them? Josh to speak to Dr Duree to see if any would like to join the PPG.

Gary S – asked whether we had minutes from the previous 3 meetings? Josh has these and he'll send them to all PPG members with the minutes

Peter H – asked whether waiting times for appointments has improved? As he'd had a few instances when trying to ring the surgery that it would take a long time to get through or there weren't any suitable appointments available. Josh updated the group that we've made some changes to the appointment's system to help resolve some of these issues by making more appointments available in the future (on the day, day before, 4 days before, 7 days before and 14 days before, with further desirability to make appointments available up to 28 days prior to the appointment date); making more appointments available online for the above periods, without disadvantaging patients who aren't able to access the SystemOnline system due to lack of equipment.

Tracy D – asked how many active members were in the PPG? All active members are the ones who attended tonight's meeting either face to face or via Zoom.

Anne G – How are the Doctors feeling about not seeing patients face to face? The Doctors are still trying to reach a happy medium, but they are asking patients to come to the surgery once consulted over the 'phone if they need to see them.

It was also mentioned that the PPG also has guests to the PPG, such as a representative of the CCG, or from a local charity to discuss what they do and if anyone had anyone they'd like to invite to the meeting, then they can raise this at one of the meetings to be agreed and added to the agenda.

Action Plan for Next Meeting

- Family and Friends Test – need to look promote via front desk, maybe send texts to patients when they've had their appointment?
- Survey to complete – previous survey results to be sent to all PPG Members

- PPG Members to send 4 suggestions each to the surgery from the survey results to discuss at the next meeting in December

Actions for Josh

- To format the terms of reference and put on the Surgery website
- Send out a map of the Surgery's catchment area
- PPG website information
- To send out previous survey results
- To send out last 3 meeting minutes
- To send out signposting website page
- To contact the college to see if any sixth form students would like to join the PPG?
- To speak to Dr Duree about seeing if any of the refugee patients would like to join the PPG?