**PPG Meeting**

**26th April 2023**

**Held in the Surgery**

**Attendees**

**PPG:** Mike Etkind (Chair), Jackie Walker, Lorraine Hayday, Lesley Newman, John Deakin & Alice McMurdo (Minute taker)

**Surgery:** Dr Rebecca Mallard-Smith & Laura Russell

**Apologies:** Kathryn Wrennall, Bob Cox, Gita Kadirgramar & Allan Cairns

**Meeting Minutes**

1. **Welcome, apologies, minutes of last meeting**

Mike opened the meeting.

1. **Surgery news**
2. **Surgery Update on EDATT/digital transformation**

Dr Mallard-Smith advised that they will be applying for a minor improvement grant, which will cover 67% of the cost of improvement works that are needed to the building, and asked if Mike could write a letter of support on behalf of the PPG.

**Access to Patient Records** – This is now expected to go live in October and the surgery is waiting for further guidance on this. Dr Mallard-Smith stressed that the vulnerability and safeguarding issues have not been resolved yet and need to be.

**Nurse Recruitment** – A nurse was offered the job but unfortunately so far they have not responded to the offer. A male Health Care Assistant (HCA) has joined the surgery and there has been really positive feedback from patients regarding him. His duties include carrying out blood pressure checks, ECG’s and health checks.

**PCN –** New Primary Care Lead Helen Clark has been appointed, replacing Julie.

Dr Mallard-Smith outlined the Bucks GP Alliance that John Hampden is a member of, which is a federation of GP practices who meet once a month to discuss key issues, promote collaborative working and present a unified voice.

Mike asked if a patients voice was needed for the alliance. Dr Mallard-Smith answered that the alliance is not a board but they have recognised that this is needed and someone will be recruited for a communications role to fulfil this.

**GP Contract changes –** Dr Mallard-Smith explained that they would not be signing up to the target of patients being given an appointment in 2 weeks. They will continue with the current system whereby patients can book an appointment in advance. Anyone calling needing contact on the day will continue to be triaged.

The surgery does strive to book appointments within 2 weeks but it can take longer, especially if a patient requests a specific GP.

Laura advised that the triage on the day can be difficult at times with patient expectations where some do not want to wait for appointments or last minute requests for example due to a holiday.

**Upgrade to telephone system –** The widget that Hanley Consulting were hoping to put on the website, to guide users, it’s thought now will not be feasible instead the website has an information page with guides for patients.

Mike advised that he and Lesley had had an idea to have a table at the Gardening Society’s monthly meeting, which has about 50 members, to help people get onto the NHS app.

Laura stated that if a patient signs up to the app they can request for their history to be expanded and so records from 2016 can be accessed, this will include test results, immunisation record and their repeat prescription. However accessing this information has not worked for all patients on the app. Sarah at the surgery is the dedicated lead and can be contacted by patients who need assistance. If patients are able and happy to use the app to look up information instead of calling the surgery this will help take pressure off the telephone line.

1. **Autumn flu and COVID jabs**

Mike asked if the surgery could advertise the flu jabs earlier to avoid patients having them done elsewhere, suggesting a message is sent out to reassure that flu jabs will be available.

Laura responded that a message does go out early to advise patients this but explained that when patients are collecting their prescriptions from the Pharmacy they are offered it there and many take them up on it. Some patients have reported feeling bullied by the Pharmacy and put on the spot when asked.

The flu jabs will likely be carried out at the surgery this year as opposed to the Methodist church. While it was helpful to use the church to achieve social distancing it is more practical for them to do done back at the surgery. The surgery is alert to avoiding the outside queues that occurred when it was last used.

Mike advised to ask the PPG if any help with the queue will be needed and a rota of helpers can be created.

1. **Refreshing/Increasing list of PPG virtual members**

Mike explained that there are 500 virtual members and the survey response this year was down on last years. There was some discussion around how it can be ascertained if the list is up to date. It was agreed the PPG will send out an email asking members to reply confirming if they are still registered at the surgery and then the surgery would check any non-respondents against their list.

1. **Communications (new design for ‘latest news’ on website and use of SMS for patient comms)**

Mike suggested archiving on the website news items once they are 3 or 4 stories old and commented that there has not been much SMS communication from the surgery recently. Laura responded that there have not been any notices to share with patients and she will look at the news section on the website.

1. **AOB**

Dr Mallard-Smith stated that the Health Checks have resumed as the HCA is carrying them out.

1. **Next PPG meeting**

Alice to be in touch with Laura to arrange next meeting.

**Actions:**

* Mike to draft letter of support for surgery to receive a minor improvement grant – Needs to be with surgery before deadline of 09/05/2023
* Mike and Lesley to explore the PPG having a table at a Gardening Society meeting to support patients in downloading the NHS app
* Email to be sent to all virtual PPG members asking them to confirm if they are still a patient at the surgery
* Explore how PPG can increase virtual members, could an email be sent out inviting patients to join?