**Minutes from PPG Meeting held on 10th October 2022 over Microsoft Teams**

**Attendees:** Mike Etkind (Chair), Jackie Walker, John Deakin, Kathryn Wrennall, Bob Cox, Laura Russell, Dr Sian Roberts & Alice McMurdo (Minute Taker),

**Apologies:** Dr Rebecca Mallard-Smith

**Update:**

Mike reported that he hadn’t received an update on the extended hours but noted that the access to full patient records is now on the website.

Mike went on to update everyone that he had received about 50 responses from the PPG survey so far and had been through about 20 of them. Out of those two patients have expressed an interest in joining the PPG and Mike will be in touch with them shortly.

It was agreed that the PPG poster would still be put up in the surgery and if overwhelmed with responses would be taken down. It was also agreed that the poster would be amended to display 3 stars and CQC rated outstanding surgery would be added.

**The following discussion about staffing is confidential and must not be shared with patients or others beyond the committee. It is recorded here for committee benefit only.**

Mike updated the PPG that Dr Mallard-Smith will be reducing her sessions.

Laura & Dr Roberts then joined the meeting.

Mike stated that he had shared the news about Dr Mallard-Smith’s reduction in hours with the PPG. Laura added that there is no fixed date for the reduction, and they are currently advertising for a new Doctor with the view to offering them the partnership. There has been some interest in the position so far and it will be a permanent post covering 2 to 4 sessions depending on the candidate.

Laura went on to say that they are currently a nurse down, and due to the usual winter pressures feeling stretched so they are exploring how to create more appointments via other clinics through the Primary Care Network (PCN), which will be offered in the surgery.

Another nurse will also be relocating in approximately 3-6 months, so this position is currently being advertised for.

Mike asked if this meant the surgery could have a period where there is only one nurse. Laura responded that they are hoping not to and that they are also advertising for a Health Care Assistant (HCA), which will also create more appointments.

Mike asked that if there was going to be a reduction in any services offered due to staff shortages if this could be shared with the PPG and Dr Roberts agreed with this.

Mike also suggested that once an HCA is in post it would be useful to understand the difference between their role and that of a nurse. Laura explained that this would depend on the HCA employed and once they were recruited educating patients on roles will be explored.

Dr Roberts added that the long-term vision of the surgery is for the nurse appointments to be increased, these will be covered by the nurses and the HCA.

**Extended Access:**

Mike went on to raise the extended access and Laura confirmed that the website was currently being updated and will be advertising that an additional hour and half are available each week at the surgery on Monday mornings and evenings and Tuesday evenings. The extended access offered through the PCN will also be detailed including the other services and group sessions on offer.

Laura stressed that the appointment offered would be practice led depending on the patient issue.

Mike offered to help write the piece for the website on extended access, but Laura reported that the PCN would like all surgeries to communicate the same information that they will provide, which is in the process of being added to the website.

**New Website:**

Mike stated that from the responses he had been through so far patients have said they visit the website to look for particular information rather than to browse it, mainly how they can see a GP, contact details, policy on face-to-face appointments and opening times.

Laura advised that they are in control of the structure of the new website and changes can be made even after it goes live and welcomed any further feedback from the surveys. Adding that the new website is a big improvement on the current one and they will continue to encourage patients to use it.

Mike offered to go into the surgery to have a look at the new website prior to it going live and will arrange this with Laura.

**Access to Full Patient Record:**

Laura reported that together with Dr Mallard-Smith and Sarah they are developing a strict policy regarding this, and they are hoping that the application form will change ready for the changes coming into place from 1st November.

Mike offered to help draft an update on this that would be easily understood by patients.

**Government 2-week target to see GP:**

Laura stated that so far nothing had been shared with them so they will be continuing to offer appointments as they have been. Dr Russell added that generally patients are offered an appointment within 2 weeks, and this is only difficult when a GP is on leave, unless urgent then same day.

**PPG Poster:**

Laura confirmed she was happy for the PPG poster to be put up in the surgery.

**Flu Jab clinic and Covid Boosters:**

Dr Roberts expressed how grateful they are to all those that volunteered.

John and Bob both commended the surgery on how well the flu jab clinics had run.

Dr Roberts stated that all those booked in had been sent the appointment reminder by text and the location of the appointment cannot be amended so despite being told it was at the Methodist church they were fielding lots of calls after this was sent to confirm the location. For the next clinic they have decided not to send out the reminder text to avoid the confusion.

**PPG Annual Survey:**

Mike reported that while there have been 50 responses so far this is slightly down on the same time last year but lots of useful feedback was coming through on them which will be shared in due course.

**Finance:**

John confirmed that Laura had shared with him the finance information, and everything is OK.

Laura agreed with this adding that there is £400 in the account and the only expected expenditure will be for the ECG machine which is about £300.

**AOB:**

Mike shared that if we are successful in recruiting new members to the PPG, he would like to distribute more jobs amongst the group, including items like the newsletter and contacting new patients who opt in to hearing from the PPG.

Laura then shared her concern regarding some of the feedback from patients who had reported feeling pressured when in the pharmacy to arrange their flu jab through them. Patients are being encouraged to book with the pharmacy so as to not bother the surgery and when patients have been calling to cancel their booked appointments, they are being encouraged to keep them and reminded that it is an income stream for the surgery.

Patients have been opportunistically jabbed at the Pharmacy, but they have not been given the shingles or Pneumococcal vaccination when needed so there are several patients missing these who will have to come into the surgery for these.

Mike suggested advertising for the flu jab clinics in the summer next year before the Pharmacy does. Laura agreed and stated that as they don’t get the confirmation of the delivery dates until late August early September, they could campaign to advise that clinics will be held without confirming a date, but added that patients do tend to book where they will get it soonest.

Dr Russell added that while she would not be comfortable with it being advertised as an income stream for the surgery, she suggested it would be useful to ask patients if they make an appointment for a flu jab not to cancel it to have it elsewhere.

Laura advised that she would consult with the PPG prior to the initial text being sent out next year for support on how it could be worded.

Mike thanked everyone for attending and closed the meeting.

**Actions:**

* Mike to go into the surgery to have a look at the new website prior to it going live. Laura will send Mike her availability and they will arrange a date
* Laura to share with PPG communication on extended access that the PCN have provided that will be added to the website
* Policy regarding access to full patient record to be share with Mike so he can draft an update for the website
* Alice to make the amendments agreed today to the PPG poster to then be shared with the surgery
* Mike to contact the patients that have expressed an interest in joining the PPG