**Notes from PPG Meeting held online on 18th August 2022**

**Attendees:** Mike Etkind (Chair), John Deakin, Kathryn Wrennall, Bob Cox, & Alice McMurdo (Minute Taker)

**Apologies:** Jackie Walker

Mike began the meeting by reading through the update on the surgery from Laura. In summary:

* *New revised extended access is due to start in October*
* *Flu clinics to be held on 8th & 15th October and will be run from the Methodist Church.*

Waiting to hear back from Laura if they need volunteers to help run it.

Bob advised that the Pharmacy has been advertising for at least the last two weeks to book your flu jab through them and expressed concern that the surgery may lose patients who will go to the Pharmacy instead.

* *One Nurse is leaving and a replacement has not yet been recruited*
* *Fully staffed now on reception but the new staff are still undergoing their training*

Mike suggested Laura introduces the reception team on the website, including with pictures.

* *There have been quite a few cases of Covid recently within the surgery so they have decided to continue with telephone triage as the first approach*

Both Katherine and Bob shared their recent positive experiences with the surgery using the telephone triage.

**Dwindling PPG Numbers**

John suggested advertising for particular skills and capabilities to join the team. Mike was concerned this would deter people from joining and suggested the focus should be on just getting more people to join.

Alice suggested creating a poster to advertise joining the PPG.

**Our annual PPG Survey for 2022**

Kathryn suggested printing some copies of the survey for patients to fill in whilst they are waiting for their appointments to reach more people.

Everyone agreed this was a good idea.

Mike will also ask Laura if the survey can be sent to all patients, approximately 3500, rather than just the 500 opted in.

John then suggested reducing the questions on the survey to only questions 1, 2, 5 and age.

**2022 GP Patient Survey**

Kathryn praised the surgery and shared experiences she has heard of how fed up other people at local surgeries are. John added that people in the village will often praise the surgery to him, without knowing his role on the PPG.

Mike stated that regarding the survey results that all surgeries scores have decreased and John Hampden has followed this trend.

**PCN Issues**

The PCN now has a new Director.

A couple of Social Prescribers have left recently.

Mike stated that he felt that patients still don’t understand what the Social Prescribers can do and that patients can self refer themselves.

Mike shared that he recently met with the Communications Director of the Integrated Care Board and raised with them his concern over the lack of their publicity.

**Actions:**

* John to request an update from the surgery on their finances in September
* Mike to ask Laura if the PPG survey can be sent to all patients not just those opted in
* Mike to ask Laura if it is possible for some copies of the PPG survey to be printed and for reception staff to ask if patients would mind completing one whilst they are waiting. Will need to ensure reception staff understand the role of the PPG
* Alice to create a poster to have up in the surgery/add to the survey advertising to join the PPG
* Mike to interview John for the next PPG newsletter on his recent experience at the Urgent Treatment Centre in High Wycombe