

Patient Participation Group (PPG) Chair & Practice Manager Meeting 20.08.2020

Staff Present: Sharon Ryan (SR) – Practice Manager
Michelle McDonagh (MMCD) – Practice PPG Lead

PPG Chair: Joyce Green (JG)

Agenda Item 1: PPG Newsletter

- Agreed items for inclusion in the Newsletter:
 1. Step-by-step process detailing how patients can now access the Practice and make appointments. Two patient journeys depending on whether the appointment is to see a GP or Nurse/Health Care Assistant. JG to design.
MMCD to photograph protective screens in Reception area for inclusion
Volunteer from PPG group will be asked to visit the Practice and ‘walk-through’ a patient’s journey i.e. temp check at hospital entrance, floor arrows in practice. JG will liaise with volunteer to for the flow chart design.
 2. Flu Campaign 2020 – see Agenda Item 2. It was agreed the newsletter will not be finalised until the Flu Campaign process has been confirmed. SR will confirm when process confirmed.
 3. ‘Use the right service’ guidance i.e. when to use self-care/pharmacy/111/GP/A&E. MMCD to source graph example & send to JG
 4. Repeat Prescriptions – reminder of process to request repeat prescriptions. MMCD to send to JG.
 5. E-Consult pilot - now available on Practice website. Enables patients to contact practice for an e-consult. E-Consult also directs patients to self-help, pharmacy advice and local self-referral services where appropriate. MMCD will send summary to JG.
 6. Thank you message from staff to patients for gifts of handmade masks/soaps and kind messages & support.
 - The Newsletter will be made available on the Practice website and PPG notice board in waiting room
 - SR will contact CCG to establish possibility of sending bulk SMS to all patients advertising the newsletter on Practice website.
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Agenda Item 2: Flu Campaign 2020

- The Flu campaign 2020 process is currently being reviewed. The eligible patient group has increased due to Covid-19. Patients in the ‘at risk’ groups will be prioritised.
 - Once process has been agreed SR will inform JG so information can be included in the PPG Newsletter.
 - SR will send JG the Flu patient letter for review/comments before it is sent to patients.
 - JG mentioned possibility of creating a video of the process for patients. To be discussed further once process has been finalised and any costs confirmed.
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Agenda Item 3: PPG Patient Survey Questionnaire 2020

- It was agreed there will be no PPG Patient Survey questionnaire this year. This will be reviewed for 2021.
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Agenda Item 4: Next Chair Meeting

MMCD will send dates to meet remotely in 2 weeks to review newsletter and any progress updates on flu.

Action Points

Newsletter	<ul style="list-style-type: none">▪ JG to design patient journey process▪ MMCD to photograph protective screens in Reception area and send to JG.▪ PPG Member to be contacted for availability to ‘walk through’ the Practice & liaise with JG for flow chart.▪ MMCD to source ‘use the right service’ graph and send to JG▪ Repeat Prescriptions – MMCD to send information to JG▪ E-Consult pilot - MMCD to send summary to JG▪ SR to contact CCG regarding bulk SMS to all patients advertising Newsletter available on the Practice Website
Flu Campaign 2020	<ul style="list-style-type: none">▪ SR to confirm when the process has been agreed. JG will then add to PPG Newsletter▪ SR to send JG the patient letter for review once it has been drafted.▪ Further discussion on possibility of video for patients
Next Chair Meeting	<ul style="list-style-type: none">▪ MMCD to send proposed dates for next remote meeting