

AGENDA - PATIENT PARTICIPATION GROUP MEETING

Venue: Hybrid – in person at HCL Chapel Street and online

Date: 2nd February, 2024

Time: 12.30pm – 1.30pm

Practice Staff:

Practice Manager - Sharon Ryan (SR)
Clinical Coordinator - Michelle McDonagh (MMCD)
Dr Saul Kaufman (SK)

PPG Chair: - Joyce Green (JG)

Members: - DB, RF, HR, SVK

Apologies: - CS, DH, GD, KC, NM, PH

1. News update from the practice.

Staff update: 2 reception staff have gone on maternity leave and new staff are currently in the process of being trained.

Phone system: New phone system is due to go live end Feb/beginning of March. Main changes from current system are:

- Ability to cancel appointments via phone.
- Standby phone support available at peak times or when short of staff

Once new system up and running, agreed that we would communicate more information to the patients, specifically about how to cancel appointments.

Website update

New website will go live at end of April. Agreed that practice will give training and access to DB to be able to access the website.

HR also has experience in website and has offered to assist.

DNA data/appointment cancellations

Data was discussed. It has gone up in Q3 but this might be due to flu clinics. It is also likely that with the new phone system and easier ability to cancel appointments, this number might reduce. Agreed that we would continue to monitor once the new phone system is in place and then create a poster with positive spin.

Agreed to consider also posting this information on the website.

Patient Feedback

Agreed that this has been a very useful exercise. Ideally DB, RF, CS want to review this information quarterly and distribute prior to PPG meetings. MMCD to follow up to see when we can get the data for October – December 2023.

2. Review PPG 2023

What has worked well?

- Current format of hybrid meeting as experienced today was viewed as being beneficial.
- Updating message on surgery answerphone.
- Summary of patient feedback was felt to be really helpful and useful as shines a light on the practice and enables us to communicate it to the wider patient group via the newsletters.
- Clear action plan that we can then monitor activity against
- Online support session
- Newsletters

Areas for improvement

- Face to face meetings with patients have not been well attended at all and take time to arrange. Agreed to brainstorm ideas at a future meeting as to how we can encourage patients to attend.
- Website is not up to par but hopefully will be remedied with the upcoming changes to the website.
- Consider holding PPG meeting in evenings in summer so that people who work can attend.
- Have PPG members take a more active role in agenda setting.
- Have PPG Chair write minutes of meeting.

Chair of PPG

- JG announced that she will be standing down at the end of 2024. SR/MMCD to start the process for re-electing a new chair for 2025.

3. Proposed focus areas

- Events – to be discussed in more detail as a future meeting and brainstorm ideas, potentially incorporating with patient survey results and other comms ideas.
- Newsletter – agreed that we will likely do a newsletter in spring – to discuss at next meeting.
- Patient Feedback – to continue with current review of patient feedback but also to consider whether we redo in autumn our own bespoke survey that we have run in previous years.
- Patches – SK advised that we have currently around 45% of patients (9328) signed up for patches which is the highest in our area. Agreed to consider how we can continue to drive this even further.
- Octopus project – SK to update us more at next meeting.

Agenda item 5 – AOB

SR advised that the Circus Road entrance to the surgery is about to be reopened. SR will advise when this finally happens.

Thank you to all who attended the meeting and for the on-going support of all PPG members.

Action Points

Phone System update	<ul style="list-style-type: none"> ▪ SR/MMCD to advise if patient comms are required to advise patients of how to cancel appointments
New Website	<ul style="list-style-type: none"> ▪ SR to provide access for DB and provide training. ▪ HR also offered to help with website
Patient Feedback	<ul style="list-style-type: none"> ▪ MMCD to send the latest data to DB, RF & CS.
Newsletter – Spring 2024	<ul style="list-style-type: none"> ▪ To discuss at next meeting
Did Not Attend data (DNA)	<ul style="list-style-type: none"> ▪ Practice to share DNA data at next PPG meeting and then agree best way to communicate (either via poster or newsletter or via website)
Face to Face Patient Meetings	<ul style="list-style-type: none"> ▪ Agreed to set time in next meeting agenda to brainstorm ways to get better attendance of face-to-face meetings
Process for re-electing Char	<ul style="list-style-type: none"> ▪ SR/MMCD to start process for re-electing new chair for 2025
PPG Hybrid meetings in evening	<ul style="list-style-type: none"> ▪ MMCD/SR to fix time for evening summer PPG meeting
Agenda for next meeting	<ul style="list-style-type: none"> ▪ JG to work with PPG members to propose agenda items and then share with practice. ▪ To add Octopus update to the agenda
Circus Road entrance	<ul style="list-style-type: none"> ▪ SR to advise when this is reopened