

Patient Group (PG) Minutes 22.02.2023

Present

Practice staff:

AK- Managing Partner

JG- Office Manager

RNB- Quality Assurance Manager

Patient PG members:

TW- PG Chair

Apologies:

MW

CA

Matters Discussed.

	Point	Notes
1.	Introduction and Apologies	Introduction provided by TW. Apologies given from MW CA Discussion about recruitment for new members, JG and RNB confirm that practice will step up recruitment drive. Posters are in the reception boards and on the TV screen, as well as leaflets at the reception desk.
2.	Review of previous meetings minutes	Previous minutes approved by TW. No further comments to add by TW, JG, AK & RNB.
3.	Confidentiality statement and Conflict of Interest	Brief discussion about what conflict of interest is by AK. No conflicts of interest identified by PG.
4.	Appointments and telephone system updates	PG discuss recent meeting with MP and the appointment data for KRS. The practice is providing more than the weekly national average for appointments. JG confirms this is positive.

		KRS continues to provide on the day and pre- bookable appointments, we understand they are booked extremely swiftly.
5.	PPG information and updates	No new updates from TW.
6.	Flu updates	<p>AK and RNB advise that flu season and vaccination uptake was a success.</p> <p>AK and JG confirm that they are preparing for 2023 winter flu season.</p> <p>TW commends the practice for their swift organisation of flu clinics.</p> <p>JG agrees that all members of the administration and clinical teams worked to a high standard to ensure patients were booked and received timely inoculations.</p> <p>AK advises that April COVID-19 boosters will launch in April, and the practice will support where they can with this.</p>
7.	COVID-19 autumn booster updates	<p>Discussed above.</p> <p>PG agrees to combine point 6 and 7 in future agenda's.</p>
8.	PPG recruitment	Discussed in point 1 above.
9.	Updates from the Surgery	RNB discusses new boards in the surgery that have been installed to provide health promotion information to patients. Explains that these are not static and will be updated regularly.
10.	AOB	<p>TW- explained TOR needs updating to reflect that days of PG meetings may not just occur on Thursday's only.</p> <p>Expresses that agenda needs to be forwarded earlier.</p> <p>RNB agrees to action TOR edits, including update to own role as Quality Assurance Manager. Also confirms that agenda will be sent 3 working days prior to the meeting. RNB suggests that agenda topics be raised 1 week prior to meeting. JG and AK agree.</p> <p>TW agrees to ensure all points that need to be raised by members will be forwarded to the practice 1 week prior to meeting.</p> <p>CA questions forwarded to agenda:</p> <p><i>Will there be the option to book appointments online?</i></p>

		<p>The practice disabled this due to COVID-19. We are in the process of researching ways to launch this again.</p> <p><i>Is there the facility to help older patients or those with additional needs booking online?</i></p> <p>When we launch online booking, the practice will ensure such facilities are accessible for all. We understand the importance of inclusivity and all access needs will be considered prior to launching.</p>
11.	Date of next meeting to be discussed	Next meeting date set provisionally for 25 th May at 18:00pm.