

## PPG Meeting Minutes 01.06.2023

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	<b>Points Discussed</b>	<b>Notes</b>	<b>Action</b>
<b>1.</b>	Introduction and Apologies	Office Manager Jo G.	
<b>2.</b>	Review of previous meetings minutes	No comments from practice team. PG team will review as last minutes not forwarded from the chair to MAW.	PPG to collectively review.
<b>3.</b>	Confidentiality statement and Conflict of Interest	Discussed importance on confidentiality. No conflict of interest identified.	
<b>4.</b>	Appointments and telephone system updates	<p>Practice team inform PPG that analysis from telephone data shows a decline in wait times. This is analysing data from November 2022 and March 2023. In November 2022 the average wait was 6 minutes, 6 seconds. In March 2023, the average wait was 4 minutes, 23 seconds. A positive decline and a further improvement.</p> <p>Dr Khan discusses appointment allocation for the practice. Compares this to the national formula which shows we are offering more appointments than the national average.</p> <p>The practice discuss the demand on general practice in light of</p>	

		<p>hospital delays brought on by the pandemic.</p> <p>Practice and PPG discuss DNA rates and what can be done. PPG acknowledge that patients are now receiving telephone calls to remind them of upcoming appointments. PPG suggest more social media posts highlighting the DNA rate.</p> <p>MAW queries if the practice receive requests for appointments that are more suited to over the counter. Practice advise we do receive such requests which are signposted to local services when appropriate. The cost-of-living crises for low income families must however be acknowledged.</p> <p>Discussion on phone system, TW states the voiceover can be heard under the music. Practice to speak to ITS about this</p>	<p>Practice confirm they will increase posts regarding DNA rate on social media.</p> <p>Practice to liaise with ITS</p>
5.	PPG information and updates	<p>Healthwatch Asda- 09:00am- 13:00pm. TW attending, AK attending and RNB attending.</p> <p>7<sup>th</sup> July Healthwatch event. Anyone who wants to be involved to notify TW.</p>	

		<p>More frequent information on facebook about DNA's suggested by MAW.</p> <p>A day in the life of posts suggested by MAW.</p> <p>Monthly bulletin to SMS messages suggested by CA. Provide data on appointment levels, telephone waits. PDF document.</p> <p>MAW provides suggestions for the bulleting- quizzes</p>	<p>(As above)</p> <p>Rebecca to research this idea.</p> <p>Management Team to discuss and create a monthly bulletin.</p>
6.	Vaccination updates	<p>AK advises about Flu season starting September. August arrival for vaccines. We aim to be contacting patients August.</p>	
7.	COVID-19 autumn booster updates	<p>Over 75's or immunocompromised are being offered the vaccine.</p> <p>A specific team are going into care homes and visiting the housebound. Vaccines can be booked via the website where chemists offer the vaccination. Autumn booster in September.</p> <p>MAW- enquires about pneumonia and frequency of such jabs.</p> <p>AK advised usually once in a lifetime.</p> <p>TW queries this.</p>	

		AK advises vulnerable may have more regularly.	
8.	PPG recruitment	<p>The practice are still committed to the new recruits to the PPG.</p> <p>RNB updates two potential new recruits. Slow progress but getting there.</p> <p>CA acknowledges it is hard. Put an animation onto the check in screen to grab peoples attention. Or a cartoon on the screen.</p>	Rebecca to explore more ways in which we can up advertising in the practice for the PPG.
9.	Updates from the Surgery	<p>Our new leaflet provider is on display in the surgery. Discusses about health promotion.</p> <p>Carers coffee morning information provided.</p>	
10.	AOB	<p>TW- Mystery Shopper.</p> <p>Discusses pros and cons. RNB advises confidentiality would be a concern. External advice would be required.</p> <p>CA- Will there be the option to book appointments online? Practice advise that options are being explored but this does depend on resources. Software can be too complicated and not suitable for certain patient groups, or don't reiterate emergency advice. We are researching this.</p>	Rebecca to speak to the Partners.

		<p>CA- priority lines. Under 5 and over 75's.</p> <p>Appointment allocation to pre- bookable ratio.</p> <p>MAW- Non specific times for appointments. Even an hourly allocation is better.</p> <p>MAW- physiotherapist. Would this be an idea.</p>	<p>Rebecca to raise this suggestion with the Management Team</p> <p>PPG request this information, which will be forwarded to the Management Team/ Partners</p> <p>Suggestion will be raised.</p> <p>Suggestion will be raised</p>
<b>11.</b>	Date of next meeting to be discussed	Thursday 31 <sup>st</sup> August.	