# Minutes from PPG Meeting – Thursday 29th June 2023

**Attendees:** Graham Tongue, Yvonne Gibson, Rebecca Dalby, Matt Davies, Bob Redhead and Heather Redhead

1. **Apologies;** Mike Lally, Tony Durkin and Gaynor Jones.
2. **Minutes from the Prep meeting 8/6/23**

These were shared and agreed.

Matters arising:

Bob has accepted one of the vice chair roles. This will be an agenda item for the next meeting.

Terms of reference:

3.5 The procedure needs to be added.

3.6 A Data Protection Act agreement needs to be signed by all members.

3.8 The process for this needs to be agreed. Apologies for absence can either be noted as accepted or received. A formal letter will be required.

Work programme:

Title - Surveys. Mike to delete ‘surveys’ and add ‘Develop and improve communication between the PPG, UVS and patients.’

Heather outlined the result of her meeting with Mike to formalise the PPG secretary’s role.

(See actions)

# Practice News

Rebecca Dalby has been appointed as the Operations Co-ordinator for the practice.

Enhanced Access Appointments across PCN can be made outside of regular hours. The group discussed increasing publicity for this service.

The Practice is currently 1 Registrar (3.5 days) short. Currently due to the weather and time of year, there is no significant pressure on appointments. Another Registrar is due to start later in the year.

A new dietician (Susan Hunter) has been appointed.

2 PCN Practice Nurses (Kate and Lindsay) have launched a Diabetic Project, featuring 8 stage Diabetic Care, primarily aimed at higher risk Diabetic patients, post Covid.

The new posts have been facilitated through the ARRS (additional roles reimbursement scheme) between the 4 PCN group practices and runs over a 5-year period until 31st March 2024.

A new machine has been obtained to measure and record patient biometry and automatically record in patients’ notes.

Surgery waiting room and access path: The uneven path has recently been repaired. Redecoration of the waiting area is scheduled to start w/c 10/7/23. Both projects have been delayed by contractor waits. Local schools may be invited to create some artwork for the waiting area. (See actions)

Parking:Matt recently attended a meeting with some Upton Parish Council members. They have concerns about the use of the car park. The Practice has 6 allocated parking spaces which are often misused by people not attending the surgery. (See actions)

Communications between patients and UVS: We had a discussion about what we can do to support the practice and patients.

Matt suggested that if the PPG core members wished to become more involved with the practice and patients, there should be some UVS involvement in the vetting of members and a formal confidentiality process.

Some patients are not familiar with online access. Bob is happy to advise and support them. (See actions)

Copies of the newsletter are available in the waiting room. This needs to become more reader friendly. Graham raised the possibility of signposting additional information in the newsletter. (See actions)

Graham is looking for good examples of newsletters from other practices and Matt will give his view. (See actions)

Yvonne suggested we could link with existing local printed newsletters to improve dissemination. (See actions)

1. **Actions update**

Addressed under agenda items 2 and 3.

# Blood test process at UVS

Some PPG members (and other patients) had experience issues receiving the results of tests performed at the hospital. Matt explained that some non-clinical staff may not be able to access results. Rebecca has agreed to investigate the process.

(See Actions)

1. **Repair to surgery access path**

Addressed under item 3

1. **Website Update**

Graham suggested that we undertake a collaborative assessment of the practice website to understand if it provides content in an easy-to-use format that is relevant to the needs of the patient community and the practice. **(**See Actions)

# Next Meeting & AOB

Bob gave feedback from the recent PCN meeting.

Bob raised the issue of initial problems with the new telephone system. Matt responded that this had been addressed and also that the level of ‘phone traffic’ is 50% higher in UVS when compared with similar practices. The reasons for this were unclear - possibly the demographic of the local area? There are now 4 options on the recorded message.

Bob also raised the issue of current challenges in making pre-bookable appointments. Rebecca has taken over appointment planning and is actively looking for solutions.

Graham suggested publishing an overview of appointment availability and how it fluctuates over time to inform patients. (See actions)

**Next meeting date: date and venue to be confirmed. The Upton Pavilion is unavailable on 7th & 28th September. Matt/Rebecca to investigate alternative venue.**

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| **Action** | **Lead** | **Target Date** | **Status** |
| Vice Chair/Chairperson positions | Mike | Next meeting | In progress |
| Terms of reference 3.5: add the process and procedure | Mike | Next meeting | In progress |
| Terms of reference 3.6: Data Protection Act – Matt to be more involved in **vetting/confidentiality of PPG** core members. Rebecca to circulate appropriate form | Rebecca | Next meeting | In progress |
| 3.8 - Formalising process if Core Group Members cannot attend 50% of Core Meetings. | Mike | Next meeting | In progress |
| Work programme: Delete title ‘surveys’ and add ‘Develop and improve communication between the PPG, UVS and patients.’ | Mike |  |  |
| Heather to meet with Rebecca to facilitate **Google Drive training**. | Heather | End July 23 | In progress |
| Waiting room make over. | Matt |  | July 2023 |
| Access path repair. | Matt |  | Completed |
| Meet to discuss UPVS Parking issues | Graham/ Bob | Next meeting | In progress |
| PPG members to assist patients with online access and ‘Patches’  Rebecca to facilitate training | All/Rebecca |  | In progress |
| Additional information signposting within the **newsletter** | Graham/ Mike | Next meeting | In progress |
| Research examples of newsletters from other practices and liaise with Matt. | Graham |  |  |
| Broadening the demographic of the PPG members | Yvonne/ Gaynor | Next meeting | In progress |
| Improving access to/ dissemination of information to patients. **Linking with local printed media.** | Yvonne/ Rebecca |  | In progress |
| Staff access to **hospital test results** | Rebecca | Next meeting | In progress |
| Website - Graham to meet with Rebecca re updating and streamlining the website | Graham |  | In progress |
| Current situation regarding appointments in Well Woman clinic and appropriately trained staff. | Matt | Next meeting | In progress |
| Providing patients with an overview of appointment availability use/provision. | Graham/ Rebecca | Next meeting | In progress |