**Minutes from PPG Meeting – Tuesday 27th September 2022**

Attendees: Gaynor Downie, Mike Lally, Matt Davies, Bob Redhead and Heather Redhead

1. **Practice News**

Lena has left and been replaced with 2 new people (Natalie French and Becky Merritt)

New Care Co-Ordinator role (Dawn Tunstall). Outline of role still in progress.

Telephony – Acquired funding via PCN for better phone system. The main headline to prevent queuing when making an appointment. The patient’s place will remain and a call back is now an option. Launching second week in November.

Accurx is being replaced by PATCHES (new software). Aligns UVS with the PCN. Volume of online bookings will increase via this system. It will open windows of opportunity for patients. Launching end November.

Enhanced Access live date 1.10.22, Appointments across PCN can be made outside of regular hours.

Website to be launched 30th September. Soft launch first to trial. Then launch to patients.

1. **Website:** Becky Dalby has capacity to update the website weekly. Matt is keen for the website to be updated and evolve constantly. Matt is encouraging PPG for feedback.

Gaynor to be website lead for PPG now that Yamini has left**.**

1. **Friends and Family survey**

Matt will investigate this and feedback at each meeting with any themes that emerge.

1. **Surgery waiting room**

PPG gave feedback to the aesthetics of the waiting room. Cold, sparsely equipped, and uninviting. Matt is making this a priority and is aware of the issues (e.g broken front doors, blue tac on walls etc).Matt will also apply for a practice improvement grant in March 2023.

1. **Practice Support**

PPG plea for open communication and actions to be completed from the practice.

1. **Survey**

Matt has signed the survey off. To be launched 3rd October..

1. **Maturity Matrix.** Discussed purpose. Will evolve. Focus is on greater patient engagement, e.g. through survey and newsletter
2. **Work Programme.** Mike communicated the objectives of this programme.
3. **Newsletter:** See action below.

**Next Meeting & AOB**

Digital transformation: From 1st November 2022 patients with on-line access will be able to see all new information placed on their medical records. For historical data a request has to be submitted to the surgery.

Well woman clinic: Dr Brookes used to lead. A suggestion from PPG to reinstate as beneficial to patients from a continuity perspective.

Patient Access app discussed to order repeat prescriptions. Working well. Easy to use. Different from NHS app.

**Next meeting date. 6th December 2022 4-6pm.**

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| **Action** | **Lead** | **Target Date** | **Status** |
| Mike to communicate with the virtual and core members for feedback on the website | Mike | End August | Completed |
| Mike to add to the newsletter highlighting the new physiotherapy role. | Mike | October | Completed |
| Gaynor to encourage Bob new core member to complete the induction form and send to Dr Inchley for authorisation. | Gaynor | 1st August  | Completed |
| Sharon to share the friends and family survey feedback and add to forthcoming agendas as standing item | Sharon/Matt | Quarterly |  |
| Mike to seek feedback for survey proposal from virtual members | Mike | End September | Completed |
| Mike to draft actual survey for utilisation | Mike | End September | Completed |
| Website launch  | All | October  | 30th September  |
| Gaynor to send Mike some content for the newsletter | Gaynor | 20th April | Completed |
| Matt Davies to send a date to replace the 25th July meeting date  | Matt Davies | Post 22nd August | Completed |
| Matt to send link for new website for PPG feedback | Matt  | Friday 30th September | Completed (received via Rebecca) |
| Gaynor to make contact with Becky regarding website updates | Gaynor | Early October |  |
| Matt to investigate the Friends and Family survey | Matt | 6 December  |  |
| Matt is going to prioritise the waiting room make over. | Matt | December/March 2023 |  |
| Mike to link with Matt/surgery to launch survey | Mike | 7th October |  |
| Matt to sign off the newsletter and send to Mike | Matt | 30th September |  |
| Well woman clinic to be discussed at partner’s meeting to be reinstated. Matt to feedback at next meeting  | Matt | 6 December  |  |
| Mike to draft agenda guidance notes for Bob | Mike | 31 October  |  |