

PPG meeting minutes Monday 8th July 2024

Attended: BO/MP/PD/CL/DB/AS/KT/SB

Apologies: RO

Previous minutes agreed.

Matters Arising

Discussed PPG creating notice board to promote PPG to all patients and/or set up a table during flu clinics. There are some posters already displayed on the main waiting room boards.

SB/MP/PD/AS interested in setting up a table to promote PPG during flu clinic. Discussed ideas of how it will work on the day. No dates for flu clinics yet but it will be October. Those who are available will be in touch with BO to arrange once flu dates are confirmed.

Telephone demo following meeting and chosen Babblevoice and we also require a new broadband provider. Should have new phone system in place Sept 2024 onwards. Patients will have the option to have a call back rather than holding on the line.

Agenda Items

2024/07/3 – MP has resigned and we need to decide a new chairperson.

CL offered to be chairperson for at least a year.

All agreed the secretary role can be shared equally over the year as a rotation and SB will offer to be the secretary for the next meeting which was agreed within the group.

2024/07/4 – Patients who find difficulty getting in and out of chairs was discussed and the question of why don't we have higher chairs or any chairs with arms?

Can we get a higher chair and another with arms? Put a chair in nurses waiting room maybe a wheelchair? Where will these chairs go? Remove a row of chairs from nurses waiting room?

Putting the chairs in nurses waiting might prevent patients waiting to see GP's from seeing/hearing their name being called.

ACTION : BO will discuss this with Dr G and feedback at the next meeting.

2024/07/5 – Text messages for FFT text questionnaires.

Can this information be shared with PPG or report be added to the practice website?

How long does the FFT link stay active for patients to respond back?

Promote FFT for patients to complete manually.

2024/07/6 – Calling screen and clinicians calling patients into appointments was discussed.

Do all clinicians come from their rooms or the patients?

BO assured the group that clinicians do go to waiting room to collect their patients.

Thank you to SB for sorting the repainting of yellow lines outside the practice and for wooden bollards being put along grass verge.

AOB

Can we add to the website re scammers saying they're from HA and asking patients to divulge their info? **Can we warn patients that we don't do this?**

Patients being sent to the respiratory hub why? BO explained how the respiratory hub and other local community services are supporting all GP practices.

DB thinks being sent to respiratory hub is awful when they live locally and service here is not the same. **Can this be raised with Dr G?**

SB asked how many FTE GP's per 1000 patients?

The idea of a practice vegetable garden was discussed...raised beds..herbs etc. and local groups of people to include with this project who would benefit from this group.

Veterans/men's mental health..local group/local MENCAP?

Next meeting date Monday 14th October 2024 at 3pm