

Patient Participation Group Minutes

17th March 2022

Welcome by Dr Humby and Dr Wells.

Staff attending – Ewan Cameron (Practice Manager), Dr E Humby and Dr A Wells

1. Welcome

Welcome given by Dr Humby and Dr Wells. Participants were thanked for joining us and the role of the PPG was explained

2. PPG Set Up

Dr Humby and Dr Wells discussed how they thought the PPG could be set up.

The Terms of reference and code of conduct- ideas from other PPGs circulated, agreed that this was necessary and explained the expectation to sign in with each meeting to keep record of who was present.

3. New changes in the health centre

Structure of appointments explained.

Staff and roles explained.

Challenges discussed.

4. Ideas and comments submitted by attendee's present

The attendees were invited to give ideas and comments about their concerns. This will be discussed with the leadership team at the health centre to look into ways to improve some of these concerns, and feedback at the next meeting on progress made.

These have been listed below and grouped into broad recurring themes and collective concerns.

Running and participation of PPG

- Virtual meetings as well
- Zoom/facetime consultations/meetings
- Guest speakers
- Minutes in different languages
- Interpreter available at all meetings
- Goals and achievements and feedback- minutes of meeting
- Bimonthly or quarterly meetings
- Old age groups represented more heavily today

Appointments and access

- Patient access issues
- Long time waiting on phone
- Difficulty in making an appointment
- Telephone answering times
- Access to podiatrist/physio

- Improved process for booking appointments
- Better prescription procedure
- No indication of where in queue you are when on phone
- Improved communication and admin
- Making appointment's via NHS website especially for treatment room online
- Booking appointments, process to be clearer
- Publicise services provided
- Change message on phone recording
- Using volunteers to help
- How to make an appointment

Reception

- Staffing in reception
- Name badges for reception staff
- Board with staff photos on
- Improve reception area
- Attitude in practice
- More receptionist's
- Improved communication from reception, openness, honesty, clear not defensive

Wellbeing and whole person health

- Complementary therapies
- Diabetes group
- Sickle cell group
- Opportunities that bring people together
- Coffee mornings/kids weekends
- Links with local educational establishments
- Technology classes for those who struggle with IT
- More wellbeing meetings
- Gentle exercise group in garden
- Groups- gardening, walk and talk, mental health, peer support
- Events-health promotion
- Support for children and parents
- Develop holistic side to the surgery, preventative things, and wellbeing
- To meet people and talk
- Mental health nurse practitioner

5. New Health and Wellbeing Coach

We look forward to welcoming Samuel our new health and wellbeing coach at our next meeting. He will have a particular focus on actioning and starting up more wellbeing activities and access to local groups which you have clearly indicated you would like to see more of.

6. Close of meeting

Everyone was thanked for coming and their contribution.
Next meeting planned for 3 months time in June.