

St Peter's Medical Centre

PPG Meeting Minutes 28 March 2023.

1. The meeting was attended by 8 patient members and the Practice Manager. A list attached shows members present and those having sent apologies for absence.

The minutes of the meeting of 24 January 2023 were approved

2. Practice report

In response to queries Deborah clarified the following:

- there are three Trainee G.P.'s not shown on the organisation chart. While doctors normally cover 16 patients in a session the trainees cover some 6-8 appointments. These Junior Doctors will be on strike in line with national pattern with resulting lack of capacity at the Practice. Some additional cover will be provided during the strike by Dr Alex Chitra
- the total patient number has grown by over 200 in the first quarter of this year but the same volume is not forecast in future months

3 Review of Project Work

Patient Feedback Programme

Project: Provide patient instructions on completing Google reviews

- Instructions on how to submit feedback have been produced and were circulated to members. They are to be posted on the website and on the PPG notice board in the waiting room as soon as possible. Jonathan advised that our Google Review score has increased from 3.6 in November 2022 to 3.8 now.

- It was suggested that those PPG members who have not yet done so could add a review and encourage others to do so. We will continue to monitor our Google score to check our progress towards reaching our long term target of 4.5 by December 2025.

Actions:

- **Deborah** to display Google Review instructions as agreed
- **All** to complete a Google review and encourage others to do so.
- **All** begin a new project to help further improve the score

Project: An automatic evaluation text sent to patients after each visit.

- There was further discussion of the benefit or otherwise of the text requesting feedback post consultation which is used by some local Practices.
- Deborah advised that this involves potentially significant cost and the Practice is not in favour of introducing this. It should be noted that this project received the most votes during project selection in January.
- It was agreed that the project may not be taken further but some idea of actual cost and response rate should be researched prior to abandoning the project.

Action: Paul and Deborah to ascertain costs in advance of next meeting

Project - Respond and act on feedback

- Deborah explained the process for acting on feedback, saying that all responses receive a formal letter of acknowledgement immediately and then are dealt with as needed. It was agreed this work is complete so the project was closed.

Action: All to select a new project at next meeting

Community Involvement Programme

Project - Community Health Talks

- In the absence of Christine and Natalie this project was not discussed fully but Deborah passed a list showing support needed from the PPG which Christine had prepared. We await details of what members can do prior to the event and on the day.

Action: Jonathan to contact Christine to clarify

Fundraising Programme

- Deborah advised that discussion of this programme should be left to a future meeting by which time all approvals will hopefully have been agreed and the overall financial position is clear

3. Refining the constitution

- There was discussion of the Virtual PPG mentioned in the constitution. The meeting was reminded of earlier discussions that concluded that hybrid meetings would only be possible when and if the Practice invested significantly in equipment.
- It was agreed that it was more practical to arrange a fully virtual, Zoom based meeting that would be open to all patients. It would have a single focus, with time for questions, and a duration of 45 minutes only. If the meeting was well attended and successful more similar meetings could follow.

Action: Jonathan and Maggie to plan and deliver meeting as a project as part of the Community Involvement Programme.

- It was agreed that we would ask our group member Amanda to review the latest version of the constitution for Inclusivity of language and other sensitivities.

Action Amanda to review

- It was agreed that with reference to the AGM no specific month would be mentioned and the requirement would become for the AGM to be held once a year. Maggie commented that the AGM could form a small part of any regular meeting and it was agreed that the next one will take place at the November meeting.

Action: Deborah to amend.

4. Any other business

- Paul raised with Deborah a concern regarding both the crowded entrance hall where only two patients can stand at reception (meaning other patients are required to stand in line outside in the elements) and the current requirement to keep the inner door locked until admittance is granted via the receptionists.
- It was agreed that the entrance situation is inconvenient but is a limitation of the church building for which there is no solution. While Covid is still a significant problem the Practice finds it advisable to maintain the current locking system.

5. Future Meeting Dates

- Analysis of preferred dates via Doodle results in the following dates being confirmed. Please add them to you diary
- 2023: June 13, September 26, November 7 (AGM),
- 2024: January 30, March 12