

St Peter's Medical Centre. Minutes of PPG meeting

Tuesday January 2023

1. Attendance and Apologies

Apologies were received from patient members Natalie Lindsay Scott, Maureen Jordan, Maggie Wain, Michelle Kay, Paulo Cro, Diana Barros,, Christina East , Mary Gardner, Hana Hussain (9). All those not attending expressed continuing commitment to the group and some requested a review of future meeting dates to avoid clashing with regular commitments (see below)

Patient members present: Jonathan Cunnington, Thusitha Pereira, Pauline Flowers, Amanda Lee Ajala, Alan Richardson, Rob Sale, Paul Berry (7)

Practice representatives present: Deborah Harvey and Christine Bushell

2. The minutes of the meeting and AGM of 22 November 2022 were approved

3. Practice Report: Deborah circulated the updated Organisational Chart (copy attached). She commented that staff numbers have increased and are now more adequate to match the needs of the Practice

With regard to patients' records being available on the NHS App Deborah clarified that there has been a delay in completing this but that those patients who already have this facility will continue to have access. All patients can request their records but it is not automatic until the loading on the App is complete

4. Approval of updated Constitution: Input to the Secretary had been received from several PPG members and the Constitution is now aligned with the form provided for new patients. With this objective achieved and further enhancements suggested by members it was agreed that the topic would be discussed in the next meeting

The Constitution was approved and it was emphasised by the Chair that any further changes following the next meeting will be synchronised with documents used by the practice

5. Project – To Encourage More Patient Involvement

a) The group discussed in pairs the suggestions included in the agenda. The topic with the most votes was ‘an automatic evaluation text sent to patients after each visit.’ Two projects tied for second choice, ‘respond and act on feedback’ and ‘provide patient instructions on completing Google reviews.’ It was decided to take all three forward.

a. Re the automated text sent to patients, it was discussed that existing and planned NHS procedures need to be considered and also those in use at other GP Practices using software not currently held by St Peter’s. Both NHS Choices and the Patient Satisfaction Survey are already providing feedback where analysis is done centrally **Christine** will continue research on the issue and report back on the preferences of the Practice.

Completion by September 2023.

b. **Deborah** informed the group that she had been tasked to carry out this project by the practice and it was agreed that she will lead this work.

Completion by March 2023.

c. Clear instructions will be displayed on the practice noticeboard about completing a Google review. **Action: Jonathan and Deborah. Completion**

by March 2023.

b) Project – Community Involvement.

Talks in the Church Hall was unanimously voted as first choice. **Christine** identified Dementia as a very suitable topic to launch a series of talks and will be researching the speaker. **Natalie** has obtained agreement in principle from the Church for use of the hall and many members of the group expressed willingness to take part in the promotion and organisation of the event. **Action: Arrange first talk to take place by July 2023**

It was agreed that the focus should be on the four tasks above before initiating others from the list.

6. A.O.B.

Deborah informed that approval has been granted. By NHS England for the development plan for the Practice and the improvement grant will be made available to cover part of the investment. A further £55,000 will be needed. The work will take place in February and March and create 9 clinical rooms (currently 6) on the ground floor and 2 upstairs (currently 3)

The Practice plans fund raising activities to offset the costs not covered by the grant and would like PPG to be involved in these. The initial response from the group was positive

7. Meeting dates:

In view of feedback from various PPG members expressing disappointment that the dates fixed at our November meeting were ones on which they could not attend, it was agreed that these would be reviewed with the aim of including as many as possible after reviewing the feedback received

Action: Review and confirmation of meeting dates

The meeting duly closed punctually at 8:30 pm and the Chair reminded the group that to ensure continued maximisation of time at meetings any items to be raised in A.O.B. should be flagged at the start of the meeting to ensure efficient time management is maintained