**Patient Participation Meeting**

**24th Oct 2023**

Present: Wayne Penegar (WP) Chair, Lynsey Buckles (LB)-Mins, AM, GN, PA, TC, JL,MM

Apologies: WPr, SP

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| Discussion | Action |
| Welcome |  |
| We had a new member join the group this evening, so everyone introduced themselves and said a little bit about why they joined the PPG. |  |
| Matters Arising |  |
| **Flu day-1 pager**  TC to write a little blurb about what she has gained from joining the group-completed  LB to clarify if St Helier have walk in x-ray clinics, also if going to the nelson does it need to be a TQuest form.  St Helier do indeed have a walk in X-Ray dept-all information is on their website.  X-Rays at the Nelson are by appointment only and they should bring the GP referral forms with them to the appointment. | LB and WP to work on the 1 pager |
| Today’s Discussion |  |
| **Complaints & Compliments**  Compliments on Google reviews  Mixture of google reviews, some really positive and others not so. Also the most recent is not a fair overview of what happened. LB added her comments yesterday and today so all up to date.  Complaints  Some complex complaints of late, some of which learning has been highlighted, some of which it is more to do with secondary care.  Compliments  A patient said to Dr Moss today. ‘your surgery is the one reason why I still think this country is working, if that goes I shall move country!’. Obviously an element of joking in there but none the less a lovely compliment.  Pharmacist-extremely nice and knowledgeable.  Lots of compliments for reception from the members of the PPG. Thank you’s specifically for reception and Dr Moss. |  |
| **Staffing updates**  1 new receptionist has started her name is Sinian.  Care Coordinators-Latifat has started and is doing well so far.  GP’s-Dr Siddiqi unfortunately left us, he felt it was not the right fit for him.  Paramedics-Alexa has started she is both a trained paramedic and a trained Nurse. | |
| **Flu Day**  This went exceptionally well, PPG members were essential in supporting the practice with managing patient coming through. We vaccinated 625 patient between 9.20am-2pm, which is a Saturday record by more than 250 patients. It was extremely busy and there were a few issues which we will learn from for next year, but a really great start. Thank you so much to the PPG members we couldn’t have done it without you! | |
| **Appointments**  LB advised about a trial on adding on the day appointments at the start of each week to try to ensure we have a good amount of on the day appointments to book when the phone lines open. This is only starting from the week of the 31st October.  **Website queries**  To consolidate the routes in for patients to share and request information and make it more efficient for the GP (and patients) we have switched off many of the ‘ask the XX a question’ functions on the website, so now patient are directed straight to AccuRx so the majority of queries come in the same way and GP’s can respond directly to patients as well as it being automatically recorded in the patients records.  AccuRx  PPG members suggested some updates to the information on the website. Pts don’t know what ‘Accurx is. | LB-Put on the website the opening time of AccuRx so people are aware. Pt triage is available –what is patient triage. |
| **Prospective Access**  LB explained a change in online access to medical records that is coming about by the end of October as part of a change in the GP contract. Those who have online access, will now be able to see everything on their record, including letters and consultations notes. This is an expansion of the current system where we offer online prescription ordering, immunisation history, test results.  Lots of planning gone in to this as every consultation, letter and anything written in the notes now needs to be considerate of whether there is sensitive or third party information included and if so then it needs to made ‘invisible’ to the patient to ensure data protection and patient safety. |  |
| **Lease Updates**  Lease negotiations are almost complete now and we are expecting to have the additional floor upstairs. The Landlord and the practice have agreed on terms, it now has to go to the ICB for agreement. LB will update at future meetings |  |
| **Changes to Phlebotomy at STGH**  WP updated that from 1st December there will be no walk in phlebotomy at STGH, it will all be appointment only. |  |
| **Automated repeat prescriptions online**  WP queried about how somethings on prescription via Online access aren’t showing correctly or shouldn’t be repeat dispensing. WP gave an example of an inhaler. | LB to look into this and feedback |
| **PPG feedback**  Suggestion that we could do more to advertise what services we offer. Another point made was about advertising to patients what the plans are for the practice and what we are intending to do in the coming months and years. LB thought that was a great idea and definitely something we can do better. | LB to consider how we can advertise what services we are currently offering and also ensure that plans for the future are also shared with patients. |
| Date of Next meeting: 13th December at 6.30pm via zoom |  |