

**Patient Participation Group Meeting**

**28th June 2023 @ 4:30pm**

**The Boardroom, St Peters Hill Surgery**

**Meeting Minutes**

**In attendance**

Julian Da Silva (Practice Manager); Jacqui Symons (Reception Manager); Molly Marshall (Patient); Stephen Sumner (Patient); Peter & Geraldine Brister (Patients).

* **The Group welcomed new members Peter and Geraldine Brister who were recruited to the PPG by Molly Marshall. It was agreed that there will be one further monthly meeting in July then they will move to quarterly.**
* **Staff recruitment and ST levels discussed.**
* **Discussed ways to inform patients of the number of “DNA’s” (Did Not Attend appointments) – hours rather than number of appointments missed as to not offer the number of appointments we have available.**
* **The Group reviewed ways in which to better support our Practice population of registered and unregistered carers, and it was agreed that a more substantial carers board in reception would be beneficial.**
* **Patient group members asked if we were able to explain to patient’s that the GP’s are in the Surgery but are just unavailable on AMGP. JS and JDS explained that this would not be possible as it would create further demand from patients.**
* **We have now moved AMGP to be switched on at 8am and are doing our best to keep it open for longer. Members asked why there wasn’t the option to keep replying to the message thread, but it was explained that we have to complete these.**
* **The possbility of conducting a questionnaire or survey was discussed but we need to find examples of these i.e. carer survey – need to determine what we want to achieve from this.**
* **Molly thought it was a good idea to conduct a “Day in the Life” interview with staff members at SPH. Offer a behind the scenes and observe a whole day showing the process from start to finish and different roles within the Suregry. Information re the Grantham Link magazine with JDS.**
* **The Group discussed the website, and it was agreed that the overall layout/menu is not great. But it was explained that we have limited options of what we can change it to due to current contract with our website provider. This is the same with AMGP.**
* **JDS is in the process of trying to change the Covid phone message.**
* **JS aware that receptionists have a negative stigma. She explained the daily duties of a receptionist.**
* **Prescription query raised re the NHS app. Group members asked if a previous prescription was clearly visible on their app and that they had been issued this before could they therefore take that to the pharmacy again and be given the medication. It was explained that no, the pharmacy would only be able to issue medication if a prescription signed by an appropriate clinician was received.**
* **It was asked whether there is a hoist for disabled patients available at the Surgery. No, but it was explained that there are other avenues where this can be accessed i.e. DN’s and HV’s.**
* **QUOF, funding streams, the federation, PCN, ICB all discussed briefly.**
* **It was explained that the purpose of the PPG is to offer extra support to the Practice and it ‘ticks a box’ within our CQC obligations.**

**Next meeting 26th July 2023 @ 16:30**