

# Minutes of Patient Group Teams Meeting

Via MS Teams

**Tuesday 16<sup>th</sup> July 2024**

**Present:**      **VS** (Chair)                      **GW**  
                         **DR**    **Deano**  
                         **WM**    **KD**  
                         **ML**    **JW**  
                         **AW**    **JB**  
                         **MW**

**Minutes:**      Jayne Watkin

1.	<p><b>Introductions &amp; Minutes of the previous meeting held on 17<sup>th</sup> January 2024 - VS</b></p> <ul style="list-style-type: none"><li>• A brief recap of last months' minutes were discussed</li><li>• Spring Covid campaign discussed, very limited supplies provided. Only sufficient to provide vacs care home and housebound, unfortunately, not able to vac all vulnerable patients.</li><li>• Group said that it would be good to see Dr Nye at next meeting.</li></ul>
2.	<p><b>Staff Changes - JW</b></p> <ul style="list-style-type: none"><li>• New starter Kim Allen, reception team, Care Navigator</li><li>• Leaver Katherine Barr, dispensary – accepted position nearer to home</li><li>• Abi Edwards soon to be returning from maternity leave to resume her role as Dispenser.</li><li>• Abi Woodley has commenced her new role as Business Support Manager. Abi introduced herself to group.</li><li>• Jasper Baker has joined the practice as Reception &amp; Clinical Services Manager. Jasper introduced himself and provided some background re his previous career history.</li></ul> <p>The group wished both Abi and Jasper well in their new roles.</p>
3.	<p><b>Patient Group Feedback re Informal Meetings - VS</b></p> <ul style="list-style-type: none"><li>• AW advised that the surgery is currently trying to encourage greater uptake of the NHS App. She is going to explore YouTube to see if we can add any promotional videos to the display board in the waiting room. It was suggested also that a leaflet was to be sent out by dispensers with medication to encourage the use of the App. ML advised that Proxy access could also be set up for patient carers etc, to enable them to order medication etc for those they are caring for. Any issues with setting this up should be directed to our admin team.</li></ul>

	<ul style="list-style-type: none"> <li>Blood pressure campaign; PPG happy to help where appropriate encouraging patients to use machine in waiting room. Logistics of chair/BP desk to be looked at to make more comfortable for patients to use. ML said a lot of patients also have home monitors. Suggested that BP and pulse checks could also be encouraged at eg flu clinic. Want to capture patients who haven't had BP checks for long time or never had done.</li> </ul>
4.	<p><b>Enquiry from patient to join Group - JW</b></p> <ul style="list-style-type: none"> <li>Enquiry from patient - JW to pass details to VS to take forward.</li> </ul>
5.	<p><b>2024 National GP Patient Survey – attached - ML</b></p> <ul style="list-style-type: none"> <li>ML advised that good putting us amongst top of table. Well above average for area.</li> <li>JW pleased to point out that reception and admin obtained exceptional results.</li> <li>Dropped slightly this year, which was attributed to NSH App patient issues.</li> </ul>
6.	<p><b>Compliments/Complaints – February – July - JW</b></p> <ul style="list-style-type: none"> <li>277 compliments received, these are being received on an almost daily basis. These are shared with all staff.</li> <li>6 complaints received – these were briefly discussed and mostly were not upheld. All have been investigated and responded to.</li> </ul>
7.	<p><b>Any Other Business</b></p> <ul style="list-style-type: none"> <li>JW – new telephone system, installed very smoothly with just a few teething issues.</li> <li>VW – Mentioned Econsult and its merits, but that she had been unable to find on the practice website. Abi explained that Econsult should be active on website (checked after meeting and this was confirmed). This will soon to be changed - exploring new platform currently.</li> <li>JW – New Vision, Mission and Values – have always been in place but rather extensive. Practice had an afternoon's training with external trainer. JW advised she was very proud that all staff participated very well during this training session; were proactive and all contributed. These have now been simplified.</li> </ul>
8.	<p><b>Date of Next Meeting</b> PPG meeting in September tbc.</p> <p>VS also mentioned there is to be an outreach pop-in PCN PPG meeting on 24<sup>th</sup> September at Framfield House with all welcome to attend.</p>