

Agenda & Minutes – PPG Meeting

Date: Wednesday 20th July 2022
 Time: 6pm
 Venue: Grovelands Surgery
 Attendees: OMc (chairperson), PB, Dr M, FD, RD , LW
 JV, KN, HR, TO, SMcC
 Apologies: TK

Agenda	
1.	Welcome
2.	PPG Overview
3.	Review of minutes
4.	Update from Practice
5.	Communication and Surveys
6.	PPG member items
7.	A.O.B.
8.	Schedule Next PPG Meeting

Agenda Item	Minutes	Action
1.	<p>Welcome and apologies OMc welcomed TO (Practice Data/IT Manager). He will be explaining the Friends and Family figures we send out each month.</p>	
2.	<p>PPG Overview</p> <ul style="list-style-type: none"> • Members in attendance were welcomed to the meeting 	
3.	<p>Review of Minutes</p> <ul style="list-style-type: none"> • No matters to discuss 	
4.	<p>Update from the Practice</p> <p>1. Starters and Leavers.</p> <p>Starters CG has joined the reception team. Dr Nair joined at the beginning of July; she is a Salaried GP AN joined us last week, she is GC replacement, as Data/IT assistant.</p> <p>Leavers GC Data/IT will be leaving at the end of July HF- reception will be leaving in August</p> <p>2. Complaints Complaints received since the last meeting were discussed in an anonymised manner and the PPG were satisfied with the actions put in place by the practice to avoid any future similar incidents occurring.</p>	

	<p>3. Appointments</p> <ul style="list-style-type: none"> • Dr M explained that we offer: - Triage/Urgent appointments in the morning Routine bookings in the afternoon. There is currently a 4 week wait to see your own GP. Pre covid this was 2/3 weeks (it was noted that all GP practices locally are facing similar challenge) • GMC is still trying to recruit an additional GP and a Practice Nurse. • Offering F2Fand telephone appointments to be flexible. Video calls are available. • KN said she thought the surgery was doing very well and was very happy with the service. Q. is there a guideline on how many GPs are required for the number of patients registered? A. No there isn't, we currently have approx.14,000 patients which fluctuates slightly each month. <p>4. Surgery update</p> <ul style="list-style-type: none"> • We have new lighting in the waiting room and corridors • Patient reception area, corridor and waiting room have been painted • Automatic front door has had new health and safety measures added. • New Notice boards will go up in the waiting room • CCTV is to be installed shortly, waiting since January, due to difficulty of ordering/ delivery of equipment. • Recent annual cleanliness audit by infection control at Berkshire West CCG, we received 5 stars and the certificate will be posted on the waiting room notice board. • <p>The PPG acknowledged the improvements made and congratulated the practice on their high standards.</p> <p>5. Covid Pressure/Changes</p> <ul style="list-style-type: none"> • Reinstated mask wearing for patients after a very short period of not wearing and added the request to do so back into our text message • We have noticed an increase of cases • Staff continue to take Lateral Flow Tests twice weekly. 	
5	<p>Communications and Surveys</p> <p>Patient Newsletter has been sent to the PPG. It is posted onto the GMC website. It was suggested that we put a copy on the notice board in the waiting room. The resolution improved as GC adjusted the file size before sending.</p> <p>Friends and family test</p> <p>TO displayed and explained the figures that are sent out on the Friends and Family survey each month. He explained that iPlato sends the survey via text to a random sample of patients. This continues until enough replies to conduct the survey have been received (usually around 50).</p> <p>The figures are produced monthly and sent to CQRS (Calculating Quality Reporting Service) NHS digital for analysis. The results are sent to all staff and are discussed within the practice to identify where we have done well and what we could do better.</p>	Action: GMC

	<p>Q. Why are there big dips in the graph? A. This is due to the way we receive feedback on certain days. Some days we may receive feedback from several patients, so this makes the average line but if we only receive 1 feedback on a date then this can cause the line to dip/raise.</p> <p>This survey may look different soon due to a change in the company that obtains the information.</p> <p>Q. Why is this changing? A. It is commissioned by the ICB (formerly CCG), so the practice does not choose the provider.</p>	
6.	<p>PPG member items</p> <ul style="list-style-type: none"> • Second-Hand book sale <ul style="list-style-type: none"> ○ PPG members will look into organising a bookshelf and honesty box to be placed in the waiting room. ○ Books will need vetting to make sure they are suitable. ○ Price of each book to be agreed and donations will go towards improving patients' wellbeing. ○ LW said she would look for a second-hand book shelf on local free sites. • Q. How can we get feedback from our younger patients? A. Maybe we could invite them to join the meetings via video link or through the virtual group • Flu clinic – Autumn 2022 PB requested it would be lovely if the PPG members could assist with marshalling the patients when we hold Flu clinics this year. It gets very busy and extra help would be gratefully received. GMC to send dates to PPG. <p>Q. Will GMC be holding Covid Vaccine clinics this Autumn? A. No, info will be sent out once we know where/when GMC patients will be able to receive the vaccine.</p> 	<p>Action: LW</p> <p>Action: GMC</p>
7	<p>A.O.B None.</p>	
8.	<p>Next meeting TBC – End of October 2022</p>	