

Grovelands Medical Centre Patient Participation Group

Agenda for 25/07/2023		
Present	OM, PB, AM, LT, KN, TC, PC, FD, RD, AR Apologies: JV, HR, TK	
1.	<p>Welcome and apologies</p> <p>Welcome to Lucy –interim data & IT manager Lucy joined 3 months ago as a summariser. Background in GP practice as a business manager and previously a nurse. Her interim Role includes – unlock smartcards; cyclical work = 50%; clinical trials admin & support; looking for efficiencies; setting up/adapting templates for reviews and correcting clinical coding in patient records for QOF online access support; access to patient records & support for that; website.</p>	OM
2.	<p>PPG Overview</p> <ul style="list-style-type: none"> No changes in membership since last meeting 	OM
3.	<p>Review of Minutes</p> <ul style="list-style-type: none"> Green medication beakers supplied by Lions club – very successful Blood pressure station – slight increase in use by patients Instructions are being offered when urine testing kits are handed out 	OM
4.	<p>Update from Practice</p> <p>Staff leavers</p> <ul style="list-style-type: none"> Practice pharmacist has left for a promotion. Health Care Assistant left – replacement found internally to take bloods. <p>Staff Joiners</p> <ul style="list-style-type: none"> 2 Summer receptionist students <p>Appointments availability</p> <ul style="list-style-type: none"> still high demand; GPs on holiday; difficulty of getting locums, Comment by PPG member – phone system cumbersome and lots of waiting which is putting people off <p>Answer: Enquiries can be made on footfall via website; practice to look at busiest times of day and deploy more staff e.g. 8-9am Mon morning; some appts made available to book on-line</p> <ul style="list-style-type: none"> DNAs – 590 Apr to June (similar to previous quarter) <p>Complaints received</p> <ul style="list-style-type: none"> There have been 2 complaints since last meeting. One is resolved and one is being investigated further 	PB/AM
5.	<p>Communications and Surveys (e.g. newsletters, updates to website, friends & family)</p> <ul style="list-style-type: none"> Patient Summer newsletter (sent Jul 2023) May friends & Family = 91% June friends & family = 92% 	PB

	<ul style="list-style-type: none"> GP Survey results – overall in line with national figures, however, there are areas particularly around appointments which may need to be looked at. Discussed with group, any suggestions from group members appreciated, email the practice manager. 	
6.	<p>PPG member items (including Virtual Group items)</p> <ul style="list-style-type: none"> NHS App – what features are currently enabled e.g. test results, health conditions, repeat prescriptions, booking appointments? Practice working on this as part of the health records access. Currently each request has to be approved individually. Health records – GP contract requires all patients to have access to new health info by 31/10/2023 i.e. all consultations going forward from date, also blood tests. The practice is working on the governance around this. Age >16 automatically have access if they have the NHS App. Digital Literacy – see more info 10 Top Tips A PPG member works for Reading Voluntary Action group and may be able to network with the Data/IT manager on this. To review at next meeting. NHS 75 celebration – OM attended the celebration in Westminster Abbey through her employed role Menopause support in practice – Menopause board in waiting room; all prescribers can issue HRT and 2 have additional qualifications; there is a specialist clinic at RBH to refer complex patients to; to be discussed further at next meeting 	All
7.	AOB	
	DONM – tbc (approx. Oct)	All