

## Grovelands Medical Centre Patient Participation Group

Minutes for 14/11/2023		
Present	Present: OM, FD, RD, KN, TK, TC, JB, JV, MH, PB, KG, AM Apologies: AR, HR, PC	
1.	<p><b>Welcome and apologies.</b></p> <p>Welcome to KG, Deputy Practice Manager KG joined Grovelands early August, work history includes financial services, marketing, recruitment and for the last 11 years pharmaceuticals. Has extensive management, contact centre management and project management, managing clients, finances, contact centre agents and medical representatives. Her last project was a huge Covid project, looking at prevalence of the disease. Kerri is delighted to have joined Grovelands.</p>	OM
2.	<p><b>PPG Overview</b></p> <ul style="list-style-type: none"> <li>• Welcome to JB, our newest member.</li> </ul>	OM
3.	<p><b>Review of Minutes</b> (no actions outstanding)</p>	OM
4.	<p><b>Update from Practice</b></p> <ul style="list-style-type: none"> <li>• Staff leavers Data Manager left after a short period of time, we are in process Of recruiting a replacement. Health &amp; Wellbeing Coach left to get a further degree.</li> <li>• Joiners Deputy Practice Manager joined us since the last meeting. We also have a Senior Pharmacist, Mental Health Practitioner and Physician Associate. AM explained the role of Physician Associate as it's a new role- AKS was mentored here, she is not able to prescribe but deals with urgent on the day and reviews, with close supervision. A good addition to the team.</li> <li>• Flu &amp; Covid clinics Held joint covid/flu vaccination clinics this year on: 30 Sept, 7 Oct, 14 Oct, 28 Oct and some Wednesday afternoon clinics. Thank you to Mr &amp; Mrs C for helping in the car park during the Saturday clinics and to OM. We continue to give vaccinations opportunistically, as patients come for their appointments. Please ask us if anyone still needs a flu vaccination. An email that had been received regarding some confusion with the text message, and about being asked questions at reception. This will be responded to separately by the practice. Overall, feedback from within the PPG group, was that everything ran really well and there was rarely a queue.</li> </ul>	PB/AM

	<p>KG also shared there were many compliments by letter, email and via friends &amp; family. KG read 3 complimentary letters out confirming how well this was run and praising the service. It was also a joint covid and flu clinic and AM shared this was a first for the practice and not many other surgeries offered this. Feedback was appreciated as we will always look at how we can improve things, year on year.</p> <p>KG shared the vaccination figures as most Saturdays we had just under 1000 patients and mid-week, just below 500, which we ran alongside a normal service.</p> <p>It was suggested that we might want to share some of these comments on our screen. Again, a big thank you to all those from PPG who supported us with this.</p> <p><b>Appointment availability &amp; DNAs</b></p> <p>DNAs in the last quarter July, August, September 2023 were: 545. Its gone down a little from last quarter but still a lot of appointments that could have been given to other patients. We also get urgent on the day, who then don't turn up. AM mentioned the practice is aware of the difficulty in getting appts and we are looking at ways we can improve access and currently reviewing a triage service.</p> <p><b>Access for patients to health records</b></p> <p>NHS England has been working to make it easier for patients to digitally access their health information in their GP record so they can better understand and manage their health. Access to records is a legal right for people and general practice is now required to give all patients aged 16 and over access to their new health record entries. AM talked about access to Health records and at some point, it will become automated. If someone requests, a GP first must review and check there is no issue in granting this.</p> <p><b>Any complaints received?</b></p> <p>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. For noting – there are very few complaints, and the practice also receives compliments from patients which are displayed in the surgery for all staff to see.</p>	
5.	<p>Communications and Surveys (e.g., newsletters, updates to website, friends &amp; family)</p> <ul style="list-style-type: none"> <li>● Aug friends &amp; Family = 90%</li> <li>● Sep friends &amp; family = 90%</li> <li>● Oct friends &amp; family = 88%</li> </ul> <p>Noted that Friends &amp; Family dropped slightly in October, this was to do with appointment availability.</p> <p>Please note newsletter will be going out soon too. PB said to let her know if there is anything you would like included.</p>	PB

6.	<p><b>PPG member items (including Virtual Group items)</b></p> <ul style="list-style-type: none"> <li>Engaging younger patients with PPG Discussed ideas to engage others. One younger member has been asked to think about it already. It's difficult as they have to be a patient and would be better if there were a couple rather than just one. PB will re promote GPs asking if anyone is interested when running their clinics.</li> </ul> <p><b>Any Christmas plans/support from PPG</b> KG ran through Grovelands plans as follows; -</p> <ul style="list-style-type: none"> <li>Surgery Hampers- PPG were not expected to contribute however some said they might want to, must avoid nuts and anything allergy based. Our GPs select a patient who would benefit from a hamper, deadline is 8<sup>th</sup> December.</li> <li>Toy run, we have a tree and select a tag which has a boy or girl and an age. We buy, wrap and these are delivered via the annual toy run.</li> <li>Secret Santa at Grovelands 15<sup>th</sup> December</li> <li>Christmas Jumper Day 7<sup>th</sup> December</li> <li>Grovelands Christmas party 9<sup>th</sup> December</li> </ul> <p>Recently, we also wore red for Remembrance Day and donated to British Legion and will be doing Children In Need, by wearing yellow or polka dot spots on Friday 17<sup>th</sup>, again raising money for a good cause.</p> <p><b>Guest Speaker -MH, Practice Nurse Manager</b> MH worked in a Care home and then qualified as a district nurse for 11 years before joining Grovelands 4 years ago. MH works within a strong and busy team and some of the areas MH covers are prescribing, copd, contraception, diabetes, asthma, smears and wounds, which Maria specialised in when she was working in the community. The nursing team are trying to combine checks so more things are done in a single appointment. Very busy, very full workload, supporting GPs by taking urgent bloods, ECGs and running clinics. MH also started diabetic patient group consultations with a balance of ages and cultures, with the purpose they can all support each other too. This encourages self-management and MH has had some positive feedback following these. MH works within a really happy team, and they now have a new addition to the nursing team, TG, who is a General Practice Assistant (in training for her qualification) and has a background of working in hospitals. TG has been a real asset to the nursing team. DK, another member of the nursing team, also deals with our travel clinic. Each member of the nursing team has a specialism as we are keen to give a holistic approach to our care.</p>	All
7.	AOB -None	
	DONM – tbc (approx. Jan/Feb)	All