

Date

Mon 28 Sept 15:30 - 16:30

Location

Reception Area

Confirmed attendees

Sanam Akram, Jenny Inness, Andreas Kyrris

Details/Agenda

Matters arising from the minutes of the previous meeting:

Email Alfie with names of new staff – website updated to reflect this.

Telephone appointment time slot communication- AK

Patient Journey information – outstanding from last meeting - AK/JI/SA

Friends and family. Results since last PPG meeting and opportunity to discuss changing second question. Look to link to NHS website. Ask PPG members if they would complete - AK

Website - change of provider - AK/JI

Flu clinics - Saturdays in atrium. AK

AOB

Protocol for making telephone appointments

Minutes

Staff Changes/Updates:

Names of new staff have been added to the Website by Alfie – GP's and Patient Care Coordinators.

Telephone Appointment Timings:

After feedback and discussion during the last PPG meeting it was agreed that we would attempt to be more specific regarding the time of booked telephone appointments. The PPC's will now advise patients that patients should expect their call to take place within the hour it was booked. E.g. inform the patient that the appointment is booked for 10am, and that the GP will aim to call between 10am – 11am.

Friends and Family:

Unfortunately appears that this function has been temporarily paused as we received no further feedback since our last meeting. This will be reviewed ahead of the next scheduled PPG meeting.

Flu clinics:

These have commenced and will continue throughout October/November. The surgery was grateful for the feedback that had been received regarding the planning and safety of the sessions. Agreed that communication and instructions were clear this year, with a series of text messages explaining booking and attendance measures. Agreed that post Covid-19 this would be something we would look at keeping.

Patient Journey:

Following discussion in the previous PPG meeting, it was agreed that during Covid-19 restrictions there were a lot of changes and adaptations that the practice had to put in place, and that patients may not be fully aware of. JI is to create a document that can be released on the website. VS mentioned that the city group also had a similar document in place that she would share.

Website:

The Practice website was updated to a new layout to comply with accessibility legislation. Alfie and Dr Figueiras Santos have been working to update and add content as much as was lost in the changeover. Items such as online registration have been worked on as priority in order to help new potential patients access care.

Agreed that website content would be updated weekly each Monday – and dated as such if no new items to add.

PPG agreed that this looked a lot cleaner than our last.

NHS Choices:

AK informed the PPG that the website had migrated to www.nhs.uk. The site is aimed at both existing and potential patients to help assist with information. In the changeover it appears we have lost certain data, part of which was reviews of the practice. AK asked if JI would send out a link to the PPG members to consider leaving some feedback based on their recent experiences.

PPG uptake:

Discussed that the practice would like improve the uptake of PPG members. Potential for a text campaign and to add this onto the registration paperwork so that patients are given the opportunity at the time they join the practice.

Actions

- Send out the feedback link to the PPG -JI
- Patient journey document, email it out -JI
- Website

- Text message (re new features, would you like to be involved in PPG)