

**Patient Participation Group Meeting**

Wednesday 27th November 6pm – 7pm

**Present**

Helen Ottaway (Patient Services Supervisor)

Karen Lee – Patient Group Member (Chair)

Other PPG members (names not obtained due to late start)

Apologies

**Topics of conversation.**

**Update on GPIP:**

Helen explained how we are working with Vanessa to see the whole patient journey and what could be done to make it smoother/easier. They are also working on policies and procedures throughout the whole practice to ensure it runs efficiently and as safely as possible to provide the best possible care for our patients.

**Appointments:**

Lengthy discussion had around the appointment system how to improve access and Did Not Attends (DNA).

* We discussed the value of DNA appts and were shocked to learn the amount they had. Why do people DNA? The cost of an appointment. What could be done to evade these?
* Possibility of a message or link on the confirmation text to respond to cancel appointments if needed.
* Access to appointments are currently through online services such as SystmOnline, Airmid and NHS apps. Triage service available through Accurx via the ‘Contact Us’ button on the website (this can also be used for non-medical queries). Appointments are also bookable by telephone for those unable to use online.
* How can they ‘free up’ appointments? Food for thought.

**Flu & Covid vaccinations:**

The surgery will keep administering these until they run out and then patients will need to visit alternative sites such as pharmacies.

**Meridian Services:**

PPG unaware of services provided. Helen explained they use certain staff provided by the PCN such as Physios. She also explained about the Social Prescriber, Mental Health and Health Trainers. Group suggested promotion through the in-house TV screens, social media, The Crier?

**New Year Article for The Crier:**

A day in the life of style article regarding the Patient Services Team. This is a good idea as it will help patients understand what goes on within the working day of a patient services team member and everything they do (Not just answer the phones and sit on the front desk).

**Morale: Why is it so low?**

Discussed the pressures the whole practice is under in regards to workload, access, patient expectation. It is difficult to manage sometimes but Helen explained as a team they try to keep each other lifted and have an open door policy for anyone who needs it. Well supported by management.

Meeting concluded at 7:30pm.

**Next meeting**:

Wednesday 26th February in person, Meeting Room 1st floor 6pm - 7pm.