

**Patient Participation Group (PPG)**

**Minutes 4th December 2024 12:45pm**

**In attendance**: RS, PD, AW, JR, MG, HP, KC, JC, SH, DM, RB, CW, Dr Alamgir (GP Partner), Richard Langthorp (Practice Manager), Carla Coulson (Deputy Practice Manager)

**Venue:** **Main waiting room**

**Apologises:** MA, BS, JS, EH

1. **Welcome**
* Richard welcomed the PPG members and introduced Dr Alamgir, Richard and Carla. PPG were thanked them for their attendance and were asked to sign the sign in sheet on arrival.
* Due to access issues the flat was being used today. The stairs to the meeting room would be shown to anyone who wished to assess the accessibility for future meetings.
1. **July 2024 Minutes Action points**
* GP working Days have now been input onto the website.
* Links to the website having received no further suggestions from the PPG the website now has Dementia, Carers and McMillian support links.
* Seating has been reviewed and high back support chairs have had raisers added to increase the height and ease the users getting to a standing position.
* NHS app allowing you to book more than one appointment is ongoing. RL did contact the National NHS digital team in the summer and awaiting feedback. **Action Richard to follow up again**
* Reception area bin has been put in place, but the partners agreed that clinical wipes were not necessary at present.
1. **Clinical Team Update**
* Dr Emmily Nonas our last registrar has joined the practice permanently in August as a salaried GP on a Wednesday, Thursday and Friday.
* Beverley PCN (primary care network) are funding our second ANP (advanced nurse practitioner) who has clinics on Monday, Tuesday and Wednesday.
* On a Monday morning, we have a PCN funded paramedic clinic to deal with any acute illness.
* The increase in clinical team has increased the number of available appointments. Also allows for the backfill when GP trainers are teaching in medical school.
1. **Feedback from changes to appointment system**
* Richard explained that following the appointment system now releasing more prebook able appointments the feedback has been generally positive from both patients and staff.
* Richard asked the PPG if they had feedback following the changes in the summer from personal experiences. Discussed potentially releasing appointments at 6am rather than 8 am on the day would make appointments available for those who are at work and unable call through or be online at 8am. Was agreed this might be difficult to differentiate between the need and the want of patients, although may be worth considering odd appointments.
* PPG feedback that the service they receive has been efficient and been seen when they have requested. Compared to other feedback from PPG friends they feel happy with the practice and praised the reception team for being proactive in directing them to the appropriate care.
* RS raised that sometimes takes a while to get through on the phone line and understood we only had a single. JC asked if we had a call back or que-system. Richard informed PPG that cloud-based telephony system is will be in place within the next 12 months at and the providers once our existing contract ceases and this would incorporate both queuing and callback options.**Action Richard/ Carla**
1. **Friends and Family Update**
* Circulated the previous 3 months friends and family feedback both the paper and SMS text responses. Discussed sending SMS messages to all patients following their recent visit identified that some patients attend several times a week and the practice did not want to irritate people with numerous requests to complete surveys. Richard advised that the SMS feedback question is the contractual obligation to complete; the paper copy is bespoke and has additional questions that we ask to gain more insight into the data.
* PPG suggested an annual survey be sent to patients to collect specific data relevant to the practice services.Agreed for the PPG to share suggested questions for collating in to a patient survey. **Action PPG to suggest questions and email to Carla**
* PPG asked for the Friends and Family to be displayed on the screen so a wider range of patients are aware they can complete whilst in waiting room. **Action Richard/ Carla**
1. **Beverley FM**
* Dr Carruthers has now completed 3 radio interviews covering, skin cancer, healthy living and diabetes. Links to these are available on the practice website.
1. **Building work**
* Richard informed PPG that we are awaiting roof repair in the annex.
1. **PPG Questions**
* JC suggested that the car park has allotted spaces for patients when they book their appointment. This was discussed and agreed this could be time costly in policing.

Richard did inform PPG the car park is being reviewed to maximise the space and re mark the parking lines to accommodate those with disabilities.

* KC suggested attracting younger PPG members to gain a full view of the patients needs of service, could we advertise on the screen in the waiting room including whetehr these was scope to target younger groups such as through Baby Clinic. Following the meeting advised we do advertise the PPG on the screen in the waiting room.
1. **Future agenda items**
* Any other items to be emailed to Carla to add to the agenda. **Action PPG**

**Meeting closed.**