**The Grove Medical Centre**

**PPG Meeting Minutes – 04.07.22**

**Present – Brenda, Bridie, Donna, Gary, Karen, Pat**

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|  | **Item** |
| **1.** | **Enhanced Access** |
| Gary discussed Herts Health plans again for cross site, rotating hub from October 2022.He explained that the specification did not allow for the PCNs to move the operating hours outside of the network hours (Mon – Fri 6.30-8pm and Saturday 9am – 5pm) and the ICB/NHSE were not going to flex on this to allow Sunday mornings instead of Saturday afternoons.Herts Health requested statements from the Practice and PPGs to support their case.Karen and Pat agreed to provide a statement. Pat agreed to ask her colleagues I the council to support the case too. |
| Action: Karen and Pat to provide statements |
| **2.** | **Patient information leaflet for PPG recruitment** |
| Bridie suggested to look at the reading scale within word in the PIL as some of the wording may not be user friendly. This will help understand whether the document is easy to understand.It was noted that the word ‘perceived’ should be replaced.It was suggested to add generic PPG info (for all Practices) in the town crier to help promote PPGs. |
| Action: Gary to look at reading scale and amend the word ‘perceived’ |
| **3.** | **Website** |
| The PPG will meet on 25th July to dissect the website later in July. They will report the findings back to Gary/Donna/Gina.The Practice should consider engagement for the patients who are not so tech savvy.Potentially look at data traffic on the website to understand footfall. |
| Action: PPG to identify improvements to the website and discuss ways to engage non tech savvy patients |
| 4. | **Newsletter** |
| The PPG will aim to release the newsletter in August and then every three months.To include details around:Results protocolsSocial prescriber – maybe focus on cost of living + help with financesMental health services (Ona + Zarina/Ivy)Cancer screeningA section with a GP statement – From Andrew as PPG lead |
| Action: PPG to design. Grove to input |
| **5.** | **Results Protocol update** |
| Gary explained that Dr Schapira has developed the clinical protocols and is now looking at the communication to the patients, such as a patient information leaflet on the new process (which will be given to all patients who have a blood test), the patient information leaflet regarding each result, and the template letter/SMS that will accompany the patient information leaflet.The Practice will provide these to the PPG once complete. |
| Action: N/A |