**The Grove Medical Centre**

**Patient Group Meeting Minutes – 22.05.23**

**Present – Bridie, Donna, Gary, Karen, Neil,**

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|  | **Item** |
| **1.** | **Terms of Reference** |
| All agree with new Terms of Reference. |
| Action: N/A |
| **2.** | **Deputy Chair** |
| Bridie Dennis accepted deputy chair position and will take over responsibility of chairing the core group meetings, sending agendas and taking/circulating minutes. |
| Action: Gary to liaise with Bridie regarding agenda for next meeting |
| **3.** | **New PPG Core Group Member** |
| Maria Norgate has requested to join the PPG.  All agree for Gary and Karen to meet with her to discuss the PPG objectives and gauge input from the patient. They will meet with the patient after 12th June. |
| Action: Donna to arrange meeting with patient |
| 4. | **Workshops** |
| Donna and Gary met with Heather Eardley from Patients Association. They are helping Practices to develop their PPGs.  Heather advised of some upcoming workshops which the PPG members are invited to attend:  o GDPR Workshop – YouTube links to be forwarded to PPG  o Promoting Healthy Lifestyles workshop – Dr Jen West (NHSE) 4th July (virtual) – Link to be circulated in due course  o Social Media workshop 6th June 2-3pm (virtual) – Gary to send link with the minutes  The PPG members present will try their best to attend the workshops and watch the YouTube videos. |
| Action: Gary to forward links to the workshops |
| **5.** | **Social Media** |
| During a recent training event, it was highlighted that Practices should have a social media presence and Grove does not have any social media pages.  Heather Eardley advised that other Practices PPG have taken on the responsibility of managing the social media pages.  Gary would like to build a presence and asked the PPG to manage the accounts. This would be to advertise events, communicate Practice changes, raise awareness for hot topics. The accounts would not allow comments or responses so there would be no interaction with people directly.  The PPG will attend the social media workshop and then discuss this further. |
| Action: To be discussed at the next meeting |
| **6.** | **Increasing PPG virtual group - Mapping of Services** |
| Heather recommended mapping the local services and contacting them to promote the patient group to assist with recruiting members into the virtual group. This would include charities, services, groups, secondary schools etc.  Heather will support with, and the social prescriber (Herts Help) will also input into this.  Members present agreed to start making a list of the services/groups they are aware and will pass contact details back to the Grove.  Once there is a list of services, the Practice/PPG will send out an email to request support with promoting the PPG. The services can direct patients the PPG email account or Practice website. |
| Action: PPG members to make a list of services |
| **7.** | **Capacity and Access – Patient Survey + Triage** |
| The PCN Practices met last week to discuss their capacity and access improvement plan. They reviewed data from the 2022 GP Patient Survey. There are five of questions (detailed below) that form part of the monitoring of patient experience for capacity and access. Four of those questions were included in the 2022 survey.    Q1. Generally, how easy or difficult is it to get through to someone at your GP practice on the phone?  Q4. How easy is it to use your GP practice’s website to look for information or access services?  Q16. Were you satisfied with the appointment (or appointments) you were offered?  Q21. Overall, how would you describe your experience of making an appointment?  Q32. Overall, how would you describe your experience of your GP practice?  Results for the four questions can be seen here:  For Grove, the plan is to continue to develop a triage model, whereby patients can call into the Practice or submit queries online and this will be passed to a triage team. The triage team will review and respond to the patient, and where necessary book them with an appropriate clinician or signpost them to another service.  The Practices are considering creating a personalised survey for their patients which would include the five questions + some other relevant questions. This would be sent to a random cohort of patients. The survey could then be sent out again in March/April 2024 to review improvement in patient experience.  Additional questions ideas:  Are you aware of online consultation and how it works?  Have you ever submitted an online consultation?  Gary explained that clear information will go out to all patients explaining the new system, how it works, what the expectations will be, and to mention that the system will be reviewed frequently to tweak. |
| Action: PPG to feed back any questions that they feel would be relevant for the survey. Gary to creates the survey and send out mid-end of June. |
| **8.** | **Website** |
| Issues raised:  COVID information needs updating.  Flu section still mentions 2022  Problems with links on fit notes page  The PPG will each take section of the website to review and feed back any concerns to the Practice. |
| Action: Gary to review flu/covid info on the website. |
| **9.** | **Events** |
| **Health and wellbeing event - Wednesday 07 June 2023 - 4.30pm-9pm – Allum Hall**  The PPG is working very hard along with Fairbrook and Schopwick PPG to organise and promote this event. There will be 40 stalls at the event with a number of talks throughout the evening.  Gary attended last event planning meeting which was mainly around funding, and the food being provided to stall holders.  The next event planning meeting is scheduled for Wednesday this week but may be changing to Tuesday - date and time TBC. Gary and Bridie will attend.  On the day, Donna, Tracey and possibly Anna (Carers Champion) will be attending from the Grove. Bridie, Pat and Neil will be attending from the PPG.  **Health and respiratory awareness event - Wednesday 14 June 2023 - 1pm-4pm – Aberford Community Centre**  Organised by communities first. There will be guest speakers from various organisations + mini health checks for the public Grove will have a stall at the event and Donna, Tracey and Esther (Clinical Pharmacist) will attend from the Practice. Bridie will attend from the PPG. |
| Action: n/a |
| **10.** | **Summer Newsletter** |
| Karen will begin working on the summer newsletter.  It is agreed that the hot topics will be ‘Healthy Lifestyles’ and ‘Respiratory’. |
| Action: Newsletter to be prepared for publishing in July |
| **11.** | **Next Meeting** |
|  | The next PPG Core Group meeting is scheduled for Monday 17th July 12.30pm.  Group members are invited to arrive at 12pm for a chat and hot drink prior to the meeting. |
|  | Action: n/a |