

Patient Participation Group Meeting

13th May 2024, 6:00pm-7:00pm

Minutes

1) Welcome
2) Apologies - Sue Kincaid and Robert Butcher
3) Matters arising from the minutes NOT covered by the agenda DNA/Reviews Letters – <i>Reviews</i> - TM shared a copy of a letter we plan to use for reviews. This year the practice plan to be a bit strict as reviews are very important. PPG group find it important that we include all details to ensure patients are absolutely clear what they need to book and where they can get white bottles from etc. The second (stricter) letter the practice send out will be manually done. We plan to look through the patients who haven't replied and consider if there is any good reasoning to why they haven't responded e.g., have been in hospital or poorly or on holiday etc. PPG agree with sampler letters TM shows to group and agree the importance of yearly reviews for long term conditions. This will all apply to all long-term conditions such as COPD and diabetes. <u>To do:</u> Add signature. Underlying and making point clear of removing and importance. It is 'requirement' instead of it is important. <i>DNA Letter</i> – TM shares example letter we plan to use for those who DNA appointments. Could be easier to make the letter more concise. This will be for F2F appointments. Any patient that is going to be removed will be discussed at a practice meeting first. <u>To do:</u> Private and Confidential – people are more likely to open this way. RSS Closure – Referral support service is being removed from primary care by the ICB. We are working with our secretary team to train to learn about how to work without these support services. Patients will have to choose of hospitals and providers of referrals.
4) AccurX Triage Patients having the ability to book Dr appointments online – unfortunately we have seen this to go wrong in the past. It does not allow the care coordinators to triage the appointments and book patients in with the most appropriate clinician or provider. At the moment we are able to meet the capacity that is coming through online consultations. We are aware that this is to grow in the future. Follow up appointments – patients are finding it hard to get follow up appointments when the Dr has asked them to come back in two weeks for example. MF and TM to recommend to Dr's to send reception notes or book in directly for follow up appointments.
5) Pharmacy Services

Hypertension Oral Contraception Minor illnesses We are finding we need to work harder with our staff to encourage patients to visit pharmacies before coming to us. We hope this way patients will learn.
6) Care Home Spring Boosters Last clinic was held today. We had lower uptake this year than last.
7) AOB Minor illnesses for children – we are looking to send out leaflets to parents surrounding when to worry with children and minor illnesses. We are looking to work with local charities/health visitors to educate new parents and children to minor illnesses. Education talks – Still awaiting final dates. If anybody would like to help engage charities that would be very helpful to ourselves. Wording has now been changed of 2WW. Lifestyle Clinics – funding has been cut but as a PCN we have decided to carry on. New cohort starts 20th May 2024. They look at exercise, diet, and Lifestyle.
Date of next PPG Meeting – Monday 15th July 2024.