PRACTICE PARTICIPATION GROUP

**MINUTES OF MEETING HELD 27th June 2024**

Present:

Staff: Angela Allenby, Dr George

Patients: Chairman BJE, MSB, JB, JE, JC, AB

Chairman : BJE opened the meeting

Apologies: HS, BB

AA informed PPG that SB has sadly passed away; very supportive of the PPG and always tried to attend when he could. He will be greatly missed.

**Minutes from last meeting**

Minutes approved by the PPG as a true record.

**Matters Arising:**

None

**Proposed Changes in Scunthorpe General Hospital**

No new information at present.

**Practice Report:**

* Covid Vaccinations: Finished now until September 24. Awaiting further information of the cohorts and start dates. Practice will run alongside the flu campaign.
* Urgent Hub is no longer funded.
* Telephone – new cloud-based telephone system will be installed soon – just waiting for installation date but will enable practice to look at call data and also give the facility of holding a place in the queue so patients don’t need to keep calling back. Lots of new functionality which will be beneficial to patients and staff. Have survey today and equipment has been delivered but still awaiting a date for installation. Site survey is next week.
* Self-Check-in/New Media Board - Working well in reception, rooms now numbered. Installed due to patient comments of waiting in the queue for reception and sometimes delayed when staff are on phones or dealing with other queries.
* PCN have recruited a new mental health worker who has started in June. Currently undergoing induction and training of systems. Should be in the practice from mid July and very much needed.
* RESPECT FORMS – JE wanted us to discuss as were mentioned a Chairs Meeting and feels should be offered to all. Explained we are already putting these in place where appropriate and they are uploaded to EPACCs to be available to view in the community and other healthcare settings. They often get misplaced in hospital. Dr George explained that they should be kept in the patient’s home and be handy to give to ambulance, care staff as needed for their wishes to be carried out.
* PHARMACY FIRST is now in place and being used by the practice and is useful to help primary care.

**Practice Survey**

Copy of suggested survey handed out and agreed by PPG members. Practice will run it in July and collate the results. Have added the addition of the Self-check in satisfaction question.

**PPG Forum**

Notes from the Patient Engagement Network Meeting Wednesday 22 May 2024, 10.00 –11.30am have been sent on email. AA will email them out again to PPG members.

**Friends & Family Comments**

FFT comments shared with PPG Group for last month:

Really good comments about the staff and practice. Majority of comments in the Very Good/Good categories; less than 1% on Neither/Poor. Discussed the few Poor/Very Poor comments – no repeating themes. Angela is happy to discuss any issue with patients however as these are anonymous difficult to address individually. There wasn’t anything specific to focus on.

**Any other business**

Discussion around blood appointments and being able to add bloods to a previously booked B12 injection. Dr George explained the process for 10-minute appointment includes the paperwork, forms and updating record so difficult to just increase and can be clinically unsafe.

Also discussed being late for appointments. AA has previously sent text out asking pts to not put pressure on staff to squeeze in and will send again. Agreed not unreasonable to ask pt’s to arrive 10 minutes early for their appointment to ensure smooth running of clinics. **Action: Angela**

Angela has added to the website Heatwave advice and will also add the update about appointments.

No other business – meeting closed.

**Next meeting will be held on Thursday 12th September 24 at 11am**

**(Future meetings planned: Thursday 12th December 24 )**

**The Patient Participation Group at The Oswald Road Medical Centre welcomes new members to join their meetings. Please inform the reception if you would like to attend the meetings.**