

PPG Meeting Minutes

7th April 2022



Attendees: JW, SH, PS, PC, KS, GB, AB, MH

1. Ratify previous meeting's minutes/matters arising

Previous minutes - minutes ratified by the group and can now be uploaded to the website

New members – plan to recruit new members, particularly from a younger demographic. SH to put something together to put on the facebook page. As of the meeting date there are 137 followers on facebook.

2. Appointment system/clinical services

GP Appointments – we have not been able to offer quite as many GP appointments as planned to date due to annual leave, & sickness but the plan is still to offer more face-to-face appointments and give the patient more choice.

Long Term Condition (LTC) annual reviews – we have returned to our pre-covid system of completing LTC recalls in the patient's birth month. Invites are being sent to patients in their birth month by text or email (phone call if the patient has neither), although patients can book in advance with no invite. Our new Care Coordinators are organising all appointments needed for our more vulnerable patients for their LTCs – this includes patients with Learning Disabilities, Mental Health conditions, Dementia & housebound patients.

Social Prescribing – patients can be referred to the Social Prescribing service for any non-clinical issues. This may include financial issues, loneliness, bereavement or signposting to support groups. In Quarter 3 2021 (Oct-Dec) Fireclay referred 67 patients to this service.

Reception team – we are continuing to recruit to the reception team. This is to replace receptionists who have moved on within the organisation and to cope with the increase in call volumes and complexity of calls.

3. PPG items

Healthwatch meetings feedback – JW continues to attend the Healthwatch meetings and attended a slightly better meeting yesterday! It has become apparent that not all practices have a good relationship with the PPG and this has highlighted how positive the relationship is between Fireclay management team and the PPG and how the PPG acts as a 'critical friend'. The group discussed ICSs and how they are going to improve anything. Will watch and wait to see what happens. They also discussed the NHS in general and issues surrounding health inequalities and lack of funding – Healthwatch are putting together a letter.

Phone answering – Healthwatch members raised a concern about how phones are answered quite abruptly. AB/MH do not have a concern at Fireclay re this and from their experience phones are answered with an appropriate greeting. Reception are trained to greet the patient, say their name and ask for name and date of birth. AB/MH to ensure phones are answered in a positive manner, good tone of voice etc.

Pharmacy meeting – SH is still waiting to hear back from Well St George management

PPG Plan 2022 – proposed plan discussed and agreed by the group. This year the PPG will focus on recruiting new members, following up/preventing DNAs, understanding the process for ordering medication, reviewing the Fireclay business plan, finding out more about ICSs, focusing on communication to patients via the website/facebook, & producing regular patient newsletters.

Current PPG – an informal discussion was had amongst the members to understand their reasons for joining the PPG and some interesting background information about each member.

4. Future agenda items

- GP Nationalisation

5. Next meeting date

- Thursday 23rd June 2022 in the meeting room at St George Health Centre