

Meeting

Patient Participation Group 16.00pm

Friday 9th August at Turner Road Surgery

Present: Rashida Agboke – Chair

Note taker: Rashida Agboke	Robin Cranfield
Mike Lemon – Vice chair	SusaN Mitchell
Syed Hadi – Treasurer	Melanie Rundle

This meeting was Face to Face - This was our first PPG meeting with the main aim to form the group, introductions, speak about the role of a PPG, gain feedback and see how we can work collaboratively going forward.

Apologies: Karen Tenpow, Debra Frisby

Introductions: We all gave introductions explained a little about our background and what we do.

Rashida Agboke: Studied business management at Nottingham University, went on to do 13 years as a store manager at Boots, 1.5 years as a dispensary manager in a GP surgery in Suffolk, 1st appointment practice manager roe In Clacton and has been in current post at Turner Road since February, and really enjoying it

Mike Lemon: retired veteran was in the army air core, moved to Colchester a few years back, really likes this practice and was impressed with the care and attention he has received so far with various services and consultations.

Syed Hadi: Is an accountant in London, has been with the surgery since it had extended access and joined the surgery because of the convenient hours, overall happy with the service at Turner road Surgery.

Robin Cranfield: has been with the surgery for years and has registered his interest with the PPG on various occasions, so now really pleased to be part of the group. Semi retired, makes signs and has done some truck driving.

Susan Mitchell: Works in digital marketing and had some insightful feedback about how we can incorporate the digital agenda and potentially start a Facebook group.

Melanie Rundle: Works full time and is the Head of service for the local authority. Mel enjoys being a patient at the practice and finds the telephone consultations easy to manage around her work.

Role of the PPG:

Briefly explained by Rashida. Explained PPG's can operate differently and focus on the needs of the patients and community in the surgery and the surgeries focuses. There are various PPG roles and Rashida spoke around the below in some depth:

- Collaborative working
- Improve practice issues and patient experiences.
- Allow patients to get involved in the surgery
- Better insight into what the patient needs
- PPG can help with getting patient feedback
- Check website is upto date and understandable
- Support with running of the flu season or any other health campaign
- Advertising new systems
- Networking with PPGs
- Promote healthy lifestyle choices

General patient feedback

The meeting was quite fluid and we discussed patient feedback throughout the meeting. Feedback from Susan – **More pre bookables would be good available over two weeks. Susan mentioned the appointment waiting time is high and all mentioned about the phone lines on hold for a long time and that the phones cut off. (Rashida mentioned that a new phone line is coming in place and will discuss further with the digital agenda.** The group also mentioned that **parking was an issue** but we discussed that parking isn't included in our contract and we have tried already to explore this issue.

PPG Format, issuing roles and responsibilities, collectively decide how we would like to work

Roles: Rashida has been appointed the chair, Mike Lemon Vice chair and Syed Hadi treasurer.

We agreed a meeting will be held every three months in person at the surgery. In terms of communication in the interim Susan would quite like zoom calls, Mike prefers emails, Robin prefers the phone rather than computers and Syed and Melanie and I didn't mind. We agreed to collectively agree how we would like to work and what our focuses will be so we can discuss further in the next meeting.

Surgery update

Staffing – Rashida gave an update on staffing and mention new joins Dr Rizvi new salaried GP, Lisa Stevens new nurse practitioner and Sam Careford new administrator

Care Navigation and signposting - Brief description on care navigation and signposting explaining how the receptionist are trained to navigate care to the right places and in primary care a lot of the focus is on long term condition management. Rashida explained pharmacy first and new mole/legion service. Melanie has used pharmacy first and she was really impressed with the service. Everyone agreed that patients need to have better education

about pharmacy first and other sign posting as some of the PPG members were unaware and believed if the patients had more awareness, they would understand rather than thinking they are being pushed away.

Digital Awareness

Rashida explained the digital agenda and discussed as a PCN we are in the process of choosing an online triage system for patients. **This was in line with the feedback from the PPG members. All members gave the feedback that it would be a lot easier to have an easy to use system to book appointments and queries online.**

Health awareness and promotion

Brief discussion of how the group can support with health awareness and promotion, such as flu campaign and other health care initiatives about management of healthy lifestyles.

Improvement in the uptake of childhood imms and smears

Rashida briefly went through our CQC report in 2022 and shared with the group. One of our recommendations was to improve up take of childhood imms and smears. We have already worked towards this as we have invested in our nursing team and now have a nurse practitioner. **The group gave feedback that we could make sure we have the right contact details for the recalls and follow up.**

AOB

Mainly PPG member feedback

- **Members gave feedback that they were happy with the paramedics they have seen very knowledgeable and informative.**
- **Susan mentioned she would prefer if she saw the same GP for continuity of care like it used to be as by the time she has explained her history the appointment is over. Rashida explained that everyone does have an allocated GP and they can request for their GP but it may increase the time it takes to get an appointment**
- **Can reminders on the homepage be reinforced – they are a few preferences like only communicate via email but still communicate via phone**
- **PPG members said DNA letters for the worst offenders**

Date of the next meeting

8TH November 5pm

