

Meeting

Patient Participation Group 16.00pm

Friday 5th September at Turner Road Surgery

Present: Rashida Agboke – Chair

Note taker: Rashida Agboke	Elaine Leader
Mike Lemon – Vice chair	
Syed Hadi - Treasurer	

This meeting was on teams and face to face – The main aim of the meeting was to explore ways we can increase membership and engagement of the PPG group. We discussed having a proper PPG board, with pictures of the members and posters to discuss the aim and role of the PPG. Also give patients the option to drop into one of the meetings if they wanted to give some feedback about the surgery and or processes. Sending a reminder to the group two weeks before helped attendance for the meeting and the option of joining on teams allowed more flexibility for Elaine to join.

Apologies: Melanie Rundle has decided to leave the group because she needed dates in advance and the meeting date would sometimes change. We didnt recieve a non attendance apology from Debra Frisby or Susan Mitchell.

Introductions:

Elaine Leader, welcome to the group. It was good having Elaines input in the group as she had a lot of ideas and suggestions.

Finalise terms of reference

Mike has nearly completed the terms of reference and has sent a copy Rashida to look over. Rashida will send to the group if anyone has any suggestions so we can finalise. We decided that we would change the quorum to 2 members plus Rashida, to make decisions. This way we can make some progress even if we have low attendance in the meetings.

DNA letters going out to patients

Rashida explained that we have now started to send DNA (did not attend) letters to patients that do not turn up for their appointment. The aim of this is to reduce wasted appointment times. We have also started to display the DNA information to educate patients on how many DNA's we have in a month and how this effects the practice.

Elaine mentioned it would be a good idea to evaluate the data for frequent DNA patients and maybe call these patients before their appointment to remind them rather than text.

Flu Season

We spoke about the plan for the flu season. Rashida mentioned that direct booking links for flu would go out this week. The nasal flu stock arrives this week and we can start doing those as soon as they arrive. The jabs for the at-risk groups, pregnant ladies and the over 65's should arrive week commencing the 22nd. When the stock arrives for the pregnant ladies, we can start jabbing straight away. We can start jabbing the at-risk groups and the over 65's from the 1st October.

A development from last week's meeting. We have two flu clinic days on the 9th and 16th October, and we will be sending direct booking links for patients to join. Mike mentioned he has already booked in at his pharmacy and we discussed how the pharmacies do get in quick in promoting flu and ask patients opportunistically when they collect their prescriptions.

We need to bare this in mind and actively ask patients when the stock comes in.

Changes in the GP contract continued from the last meeting

Rashida explained that from the 1st of October as per the changes in the GP contract patients should be able to contact their practice online within core hours between 8am-6.30pm. We already have the admin part of the online consultation tool open, and we are just gaining clarification around the medical part of the online consultation tool.

The aim of this is to give patients more accessibility.

New GP and two new registrars

Dr Heng Hah Lee has joined us a salaried GP, he used to work for us before as one of our registrars. He is working 6 sessions (3 days a week)

We have two new registrars (trainee drs) that have started with us Dr Qutaiba Assaf and Dr Oluwatosin Olukoga.

Elaine Leader mentioned she had seen Dr Olukoga last week and gave really good feedback.

PPG Chair collaborative

This is a group of PPG chairs in the area that meet on a bi-monthly basis and discuss different issues in the community and different work that can be done by the PPG. Rashida asked if anyone would like to join the meeting, it's roughly a two-hour meeting. The group decided that we could join the call on rotation, Rashida will find the upcoming dates.

AOB

Mike Lemon – Would still like to do an educational piece on diabetes for patients based on lifestyle and healthy food options and potentially have a clinician to look over this piece of work. The group mentioned maybe we would do a leaflet that patients can take away as a lot of patients have busy lifestyles to attend a meeting

Date of the next meeting

TBC - Rashida will email all the members to see what day and times work for everyone.