


Working together effectively to enhance the health and wellbeing of our communities

MINUTES *PPG meeting*

Meeting Date:	28 th July 2021	Meeting Time:	1900
Attendees:	Many patients plus Liz Richards and Sarah Dowling from the Practice		
Apologies:	Many		

	ITEM	ISSUE / STATUS / ACTION REQUIRED	Responsible	Due
1.	Introductions and Welcome	Liz Richards (LR) welcomed everyone. LR thanked everyone for responding and joining the meeting tonight and apologised for postponing the original date last week. LR went through a few instructions regarding Microsoft teams.		
2.	Apologies	Many were received by email		
3.	Minutes of Previous Meeting	There was one outstanding action regarding women's health lead- which is now confirmed as Dr Kirsty Loweth who has also recently done a training session on the menopause for the clinical team		
4.	Actions update	n/a		
5.	Presentation	 PPG MEETING July.pptx LR confirmed that all type 1 opt out forms received by the surgery have been processed. These were in response to NHS digital announcing that anonymised GP records would be shared for data to help with research etc. Patients can opt out of this by copying the link below In your browser. The extraction of data was set for end of June but this has been delayed until the end of September. https://digital.nhs.uk/data-and-information/data-collections-and-data-sets/data-collections/general-practice-data-for-planning-and-research/transparency-notice		
6.	Discussion points	Thanks was expressed to the surgery for the work over the last year, especially the nursing team. Thanks was expressed from one gentleman about his wife's recent experience The telephone was discussed- LR confirmed we had regular meetings with the phone provider, locked into		

Quality, Helpful and Empathetic Attitude, Making it easier, Communication

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		<p>contract with them, working with them. Receptionists now have sight of incoming calls so know how many are waiting in the queue. We have done campaigns to encourage patients to use online services such as e consult if they are able to free up the telephones. There is still a glitch in the system where if someone has been waiting in the queue for a length of time new calls get answered before the longest waiting call- we can now see when this is happening so then put as many people on phones as possible to blitz the queue so all call get answered</p> <p>A point was raised about some negative comments on social media platform – next door. LR responded with the practice is aware of some negative social media posts, also occurs on mums net. The target can often vary from one practice to another. If we are aware we do ask people to contact us directly with the issue so we can try and address – we do not engage with specific issues on social media as often the discussion will involve confidential information so it is better to have the discussion off line.</p> <p>A point was raised about abusive patients and what the surgery can do about them. Unfortunately, we have experienced a growing number of abusive patients recently. All the staff are trained to know that we often do not see patients at their best as they may have mental health issues, feel poorly or anxious. The staff know this but recently some of the abuse has been above this. LR often listens to calls and if necessary, will contact the patient by letter or telephone call to discuss with them about acceptable levels of behaviour. Ultimately, we can remove patients from our list but this is a last resort.</p>		
11.	AOB	<p>LR informed all about a training afternoon the surgery had – Greener planet- as the country’s biggest employer, the NHS can have a significant impact on doing things to address climate change. We learnt about small things the surgery could do to be greener. There was also a session on wellbeing and reflection of the past year. It was good to take time to do this and hear our individual stories of coping with the pressures of the last year.</p> <p>The surgery celebrated the NHS big tea on 4th July</p>		



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		A reminder to get a shingles vaccine of between 70-79		
12.	Date / time of next meeting	15 th September 2021 1900		