

## Patient Participation Group Meeting -21<sup>st</sup> October 2021

**Attendees:- Alex Thachankary (GP Partner) Dave Wood (Practice Manager), Amanda Baxter (Office Manager) Jane Clayton (Referrals Administrator) Philip Bratley (Patient)**

Amanda Baxter the office manager opened the meeting and apologised for our delay due to technical issues again.

As the meeting was only attended by Philip Bratley from our patient list this time, the meeting was rather condensed and we discussed the following:

We talked about our recent update in appointments with regard to releasing more Face to Face appointments in light of the Covid restrictions and many of our clinicians being in support of this. Thus releasing additional capacity (one patient to one appointment instead of triaging a patient in one appointment only to bring them down to the surgery the same day to take another appointment.)

Amanda advised that since the last meeting, we had introduced a self-testing area in the surgery waiting room, where patients could take their own Blood Pressure, Weight and Height with the assistance of a member of staff where required.

We had talked about the telephone system in a previous meeting and Dave confirmed that he was trying to schedule a meeting with the telephone company to discuss how we can better change the queuing system, so patients don't reach an engaged tone and are informed of their position in the queue. Dave had advised that the CCG were considering paying for the install of a cloud based telephony system in all surgeries. However, any residual contract costs from the surgeries current system and ongoing maintenance and charges for any new system would be borne by the practice. This was to discuss further, depending on the outcome of the meeting with our current provider.

Philip spoke about the PPG in terms of our actively recruiting more members. We all agreed that this was necessary and we need to formulate a recruitment plan and whether it might be prudent to co-opted members of the local council, pharmacies care homes etc. This can be discussed in the next meeting.

Philip also raised that the website is currently out of date with regards to the PPG. It was agreed that this was the case and Dave was trying to contact the website provider to discuss a total overhaul of the website to include simplifying it and making it easier to use for patients. Dave did inform the group that it is on the radar. However, with everything else going on, the website is largely compliant with necessary information and has had to be pushed down the priority list at present. Dave will update at future meeting of progress.

We advised that we were still recruiting for a salaried GP and ANP and there was a new job advert for both about to be published.

We talked about Covid boosters and discussed that there was a plan in place for all housebound patients.

Our next zoom meeting will be Scheduled for (December date to be advised) in light of the fact that we're anticipating our CQC inspection in November, so will hopefully have an update for the PPG. Though most likely feedback from the inspection only as it's unlikely, though not impossible that the actual rating will published this side of new year.