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| Patient Participation Group (PPG)Meeting Minutes17th June 2024 |

# Attending

**From RMP PPG**

**Julie Walsh (Practice Manager) Caroline Morrice (Chair)**

**Dr Russell Wiseman (GP) Anne Cunningham**

**Jayne Ackland (Office Manager) Alan Thompson**

**Louise Gow (Dispensary Manager Tony Cable**

**Apologies: Sarah Tonge**

## Agenda

* **Welcome**
* **Minutes of last meeting**
* **Terms of reference**
* **Purpose of the Group**
* **Update from the Practice**
* **Date of Next Meeting**

Minutes

CM opened the meeting and started with the minutes of the last meeting, they were agreed by all attendees.

Terms of reference

Terms of reference were handed back by the PPG Members.

Purpose of the group

CM discussed the purpose of the group and what we hope to achieve.

We looked at maybe having a coffee morning at the Winchelsea Car Park once a month on a Saturday morning when they have local producers they are selling.

Also, to see about setting up Coffee and Cake in the surgery once a month for the PPG to attend on a rota basis and staff members to speak to patients to advise about future plans for the surgery.

It was agreed that the PPG would set up a Facebook page following JW setting up an email account for them and they will use it to promote the PPG and bust myths surrounding the surgery.

That lead to the question how we reach those not on Social Media, it was suggested that maybe we could approach the local churches and have Noticeboard space.

It was agreed we should try to have a voice from every patient demographic and perhaps we could achieve this with more members and maybe we could promote this by having an event in the car park with stalls to interact with patients.

Ideas for future events to be bought to next meeting for discussion.

PPG feedback

Patients have said they would like confirmation of what type of appointment if it is a face to face or telephone call.

Clarification of procedure when returning home from hospital admission, advised this was only for unplanned admission who are aged over 65. It was then asked about home visit for elderly patient so discussed the terms of housebound patients and this was for those who cannot take a step over their threshold.

CKD stage 4 letter patients feels that it should be a face-to-face appointment as the word chronic scares most patients. RW advised that we send a message saying what they have and how we can treat it and to book with one of the clinicians if they want clarification of diagnose and treatment.

Very positive feedback about Jo Callow and how fantastic the patients think she is.

It was raised about text messages that are received by patients from Third Party we have no control over these, if patients are unsure they can call us.

Practice Update/Discussion

JW advised that we have done 845 covid vaccines and there was still appointments available on 26th June, and it has been proposed for us to do the winter covid jabs in conjunction with the flu jab

We have started running Super Saturday clinics for smear tests to try and reduce waiting time.

JW discussed new phone system that is being installed and that we can update the message to promote events that are going on, it will have clearer options for the patients to select which department they want to talk to and if there are calls queueing, they can request a call back.

JA to get reception team to pass out family and friends’ test.

LG advised that Co-op are no longer sending text messages to patients to advise that prescriptions are ready for collection, we cannot advise if their prescriptions are ready, patients need to contact Co-op directly. They will be having a meeting with the new area manager on 15th July to discuss issues.

**NEXT MEETING – Monday 16th September at 1830**