




UnityHealth

Patient Participation Group (PPG) meeting minutes

Friday 13th December
11:00
Princes Risborough surgery

		Action
1.	<p><u>Attendance / Apologies</u></p> <p>In attendance: LG – Lauren Grose, VW – Vanessa Woodley, JP - John Pettit, RH – Rob Holdaway, LS – Louise Smith, JT – Jane Thompson, JH – Jackie Highe, MB – Matt Bateman, MH – Muriel Hughes, JE – Jenny Edmans. FB - Frankie Brown</p> <p>Apologies received:, Marion Wilkes, Yvonne Hook,, Richard Clemmow; Julian Newman, Pat Mullen, Brenda Jefford, Monica Marshall</p>	
2.	<p><u>Patient Survey</u></p> <p>The main purpose of the meeting was to go through the Patient Survey questions and amend /remove any we think will have little/no benefit. The following are areas agreed to consider for improvement:</p> <ul style="list-style-type: none">• Q3 – How often do you come to the Surgery – are we to elaborate on this to find out the footfall – was their interaction via Klinik/telephone/in person.• Switch Q7 and Q8 so that the patients document what they would like to see improved in relation to the appointment system and then what they like about the appointment system.• Q10 – remove Video consultation as we don't have these.• Switch Q11 and Q12, so that the patients document what they would like	<p>Action: VW/LG to update</p>

	<p>to see improved in relation to the practice overall, and then what they like about the practice overall.</p> <ul style="list-style-type: none"> • Amend Q13 to – ‘Do you use online access? – Yes/No. If Yes – Which one – Patient Access or the NHS App. • Add in “If you use online access, what services do you use online?” (list of options) • Review the Long Term Condition (LTC) question. Do patients understand what an LTC is and what qualifies as one. • Remove Q22 • Q23 – remove video consultations in the evening, add in Extended Access (EA) on Saturdays. • Q25 – remove the word <u>new</u> as the phone system is no longer new. • Q28 – remove the word <u>recently</u>, and rephrase regarding social prescribing team. • Add in a question around what services offered by the Primary Care Network (PCN) – List of options. • 2 new questions were discussed in the meeting. • #1 – Urgent Care Question around potential travel to a hospital hub. • #2 – Are patients aware of the pharmacy first service? (education piece on what this service offers) <p> Patient survey results 2024.pdf</p>	<p>Action: VW/LG to update</p>
<p>4.</p>	<p>In the September meeting it was brought up that we would like to have some small breakout groups made up from the PPG group who would be support certain topics.</p> <p>1 – Patient Information. We would like a group to meet up monthly to come up with different education pieces that we can promote on our social media platforms. Ideas need to be thought of around ‘what patients want to know’, ‘what do they want to see’, do they want to reintroduce a newsletter?</p> <p>2 – Patient Health Education Events. This is something that we would like to run bi-annually in one of the surgeries. We discussed concentrating on Dementia Awareness as the first campaign. Getting in stall holders, contacting local charities that would support the event. Inviting patients who may not be diagnosed, but whos’ family may need</p>	<p>PPG members: LS</p> <p>PPG members: JT</p>

	<p>support as family members have started to show symptoms. We can get some memory assessments for the event and carry out screening.</p> <p>3 – Patient IT Education We would like a small group to meet up on a monthly basis to run group sessions where we can educate patients on the use of Klinik and the best way to navigate the site. We would also like to get more patients onboard with Patient Access. We can run small sessions on a potential 2-weekly basis where we invite patients into surgery and can help them with their access.</p> <p>If other members of the PPG would like to support in any of the groups above, please do let me know. Those that advised they were happy to get involved, I will contact you in the New Year about getting together.</p>	PPG members: MB JP ?RH
<p>5.</p>	<p>AoB LG asked for PPG members to be the eyes and ears – if they hear of a road closing, or access issue to a surgery, to drop Lauren an email l.grose@nhs.net so that we can put this onto Facebook to advise patients.</p> <p>Discussion around lack of communication regarding the Dispensary turn-around times as several complaints have been made about their medication not being ready. VW acknowledged there was a problem; there are several new members of staff, issue with ordering or stock. All elements are being looked into.</p> <p>We wanted to hold off adding dispensary into the patient survey as they have their own Dispensary questionnaire so VW will incorporate some questions into that.</p> <p>Klinik – Now that Klinik has been up and running for 18months+ we will provide some feedback/data on the uptake on this.</p>	<p>Action: all to comms with LG when needed</p> <p>Action: VW to implement</p> <p>Action: VW/LG to do</p>
<p>6.</p>	<p>Next Meeting was agreed to be Friday 11th April 11am in Princes Risborough.</p>	