

September PPG Meeting



- Introduction to the new team
- What have we achieved so far?
- What are our objectives for the future?
- What are the PPG aims for the coming year?
- What PPG structure is in place, and how has it worked so far?

UnityHealth

Unity Health Management Team

Managing Director – Vanessa Woodley

Vanessa, alongside our partners, provides visionary leadership and strategic direction to drive the success of our organisation. Vanessa oversees all operational aspects, including the development and implementation of business strategies aimed at optimising organisational performance and fostering growth.

Deputy Practice Manager – Charli Johnson

Charli plays a pivotal role in ensuring the smooth and efficient operation of our practice. Charli assists in overseeing daily activities, making sure that both administrative and clinical functions run seamlessly. Her support is crucial in maintaining the practice's overall effectiveness and efficiency.

Patient Services Manager – Lauren Grose

Lauren is the cornerstone of our patient care experience, dedicated to making every interaction seamless, compassionate, and efficient. Lauren oversees the patient services team, she is also adept at handling patient complaints, ensuring a positive experience for everyone we serve.

What we have achieved so far?

Improved Access to Care: Introduction of extended hours back into General Practice.

Recruitment of an additional GP and Allied Health Care Professional.

Patient Feedback & Adjustments: Expansion of the Flu vaccination locations.

Review and restructure of the EOL process.

Digital Transformation: Introduction of Nova, a document coding company to ensure timely management of patient's documents.

•What are our objectives for the future?

•Enhancing Patient Care:

- Introduction of a new Spirometry service
- Introduction of Diabetic medication program focusing on preventative care.
- Review and restructure of the Safeguarding process within the practice
- Proactively managing patients drug monitoring

•Team Development:

- New receptionists, and the introduction of a senior receptionist role at each site to enhance patient care, particularly around any new protocols or care pathways.
- Increased access to multidisciplinary team within the practices.

•Community Involvement:

- Working more collaboratively with the PCN
- Working more collaboratively with the PPG.

What PPG Structure Is in Place, and How Has It Worked So Far?

- **Current Structure:**

- How is the PPG organised? Is there any sub-committees or special focus groups?
- What are the current meeting arrangements?

- **What's Working Well?**

- Has there been any initiatives or projects the PPG is particularly proud of?
- What do you like about our PPG?

- **Areas for Improvement:**

- How the structure can be improved?
- Increase participation and diversity within the PPG?

What Are the PPG's Aims for the Coming Year?

•**Enhance Patient Voice?**

- Which key areas would you to focus on?
- How has the PPG contributed to the past?
- How would you like to be involved in the future?

•**Outreach & Engagement?**

- Ideas on how to increase awareness and membership of the PPG.
- Ideas on how to improve communication channels with patients, making sure their feedback is used for service improvements.

•**Patient Education & Advocacy?**

- Would anyone be interested in helping drive health awareness campaigns on key issues like vaccinations, screenings, and lifestyle changes?
- Is there any interest in the PPG collaborating on events that could benefit patient education?

Thank you

- **Thank you to all the PPG members for taking their time out of the day and supporting us.**
- **Next meeting will be on Friday 13th December. We will be going through the Patient Survey results from earlier in the year and making suggestions/amendments.**
- **This will be held in Princes Risborough Common Room at 11am.**

Any other Business:

- **Gathering stats from Klinik to share online of how many people are being seen/spoken to by the GPs.**
- **Changing the message on the phone systems.**
- **Are there any updates to the website needed?**
- **Would it be beneficial to contact local councils regarding the services that Unity Health offer and the success we are having in certain areas.**