

ROXBOURNE MEDICAL CENTRE
MINUTES OF PATIENT PARTECIPATION GROUP MEETING
HELD ON
11th JULY 2023 AT 6.30PM IN THE PRACTICE

Present (PPG Committee Members): Chair (JB), (JM), (KM), (A-MW), (NS), (NS) (BH)

Present (RMC staff): (FL) (KO)

Apologies:

(SD), (BP) (PK)

Item	Comments	Actions from Previous Meeting
Introductions	<ul style="list-style-type: none"> As this was BH first meeting with the committee we all re-introduced ourselves to the group 	
Terms of Reference	<ul style="list-style-type: none"> Amanda to be invited to next PPG meeting in August 	
New Chair	<ul style="list-style-type: none"> JB is the new chair of committee 	
Secretary	<ul style="list-style-type: none"> BP has turned down the secretary role BH agreed to step up to the secretary role, all committee members in agreement BH will be in charge of the agenda and meeting minutes moving forward 	
Communication	<ul style="list-style-type: none"> Email address access to be passed on JB and BH, FL to keep access Communication among Committee Members via PPG email address Committee members agreed it would be easier to communicate with each other via Whatsapp 	<ol style="list-style-type: none"> JB/BH to set up Whatsapp group for PPG
Newsletter	<ul style="list-style-type: none"> BH kindly agreed to help with the newsletter NS, BH and FL to meet and go through possible designs of newsletter Dr Zaidi wrote a few paragraphs he would like to share with PPG and can be an article on the first newsletter, this has been shared with committee and everyone finds that it would be a great addition to the first newsletter FL brought in an example of a printed newsletter from another practice BH feels it would be good in future to have something similar if PPG has funds, adds a personal touch for patients, can be printed and be kept in reception for patients to browse through whilst waiting for appointments 	<ol style="list-style-type: none"> Newsletter draft to be discussed before publishing in Sept JM will help with photos

	<ul style="list-style-type: none"> • JM happy to help with photos for newsletter/posters etc • Photos of staff and PPG members could be included in the newsletters • RMC to provide PPG content for newsletters such as staff introductions, clinical updates etc • PPG suggests to add description of job descriptions within RMC to show patients what there are various clinical roles and explain what they can or cannot do • PPG and RMC would like to release the first newsletter by September 2023 	
<p>Patients Survey</p>	<ul style="list-style-type: none"> • Committee feels that current Friends & Family feedback form is not exhaustive and feels like a “profiling” exercise – explained that it is not compulsory to fill the whole form, patients to answer the questions they are comfortable with. Informed committee that the F&F is it a standard feedback template provided by the NHS • FL informed patients that RMC are looking at ways to extract F&F feedback reports from Patches as dozens of forms filled daily by patients • PK would like a more personalised survey for RMC patients, committee’s suggested questions below: <ul style="list-style-type: none"> • <i>How helpful do you find the receptionists at your GP surgery?</i> • <i>Do you feel RMC understood and helped with your query?</i> • <i>If there was something in the surgery you could improve, what would that be?</i> • <i>How effective you think is RMC?</i> • <i>Do you feel your GP has addressed all your concerns?</i> <p>Survey will be sent to all patients via Accurx (SMS) and also printed for non-digital patients.</p>	
<p>Family & Friends Test</p>	<ul style="list-style-type: none"> • 139 in total (133 Very Good, 6 Good) • 77 F&F forms filled by HCAs and Phlebotomists • 62 F&F submitted via website • FL in contact with Patches to find a way to pull feedbacks reports from website 	
<p>Future Meetings</p>	<ul style="list-style-type: none"> • Discussed possibility to have less frequent meetings, agreed to keep it monthly for now but willing to do online meetings when there is no need to meet in person • Teams/Zoom/Whatsapp for online meeting (TBC) 	
<p>AOB</p>	<ul style="list-style-type: none"> • GDPR concerns by patients during phlebotomy clinics, multiple patients sharing the same clinical room sharing their sensitive data in order to confirm with clinician their record 	<p>1. FL to bring GPDR concern and video call suggestion in</p>

	<ul style="list-style-type: none"> • PPG would like RMC to discuss with clinicians to increase the amount of video call appointments if possible, this could mediate the constant requests to have f2f appointments and add a more human/personal touch to remote consultations • Discussed a possibility to organise a gathering with other patients so committee members can teach patients to use patches; these meetings can take place in the practice • Receptionist not currently introducing themselves at the front desk when greeting patients, explained that with amount of foot fall at the desk it becomes difficult to build a good rapport with patients • Committee believes the re-introduction of a check-in screens will help both patients and staff so there would be no queues and front desk staff would be freer to assist patients and re-establish good rapport between patients and staff 	<p><i>next Practice Meeting</i></p> <p>2. <i>FL and PK to look at check-in screens contracts and see if doable to renew license</i></p>
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NEXT PPG MEETING ON TUESDAY 8TH AUGUST 2023 AT 18:30