

ROXBOURNE MEDICAL CENTRE
MINUTES OF PATIENT PARTECIPATION GROUP MEETING
 HELD ON
25TH APRIL 2023 IN THE PRACTICE

Present (PPG Committee Members): SD (Chair), AW, JM, and NS

Present (RMC staff): Pratibha Kumar (PK) and Federica Leonardi (FL)

Apologies: KM, A-MW and IF

Item	Outcome	Action
Minutes from last meeting	<p>PPG and Practice Management met on 13/04/2023 to re-establish the PPG.</p> <p>New Practice Assistant Manager introduced (Federica) to the PPG committee.</p> <p>FL will be the liaison officer for RMC.</p> <p>PK apologised for slow communication in the past month and reassured this should be improving promptly as FL joined the team.</p> <p>Discussed ways to include more patients and how to reach them.</p> <p>Decided to meet again on 25/04/2023 and to send invitation over to the 25 people who attended few months back hoping in a bigger turnout.</p>	
PPG email address	<p>PK has tried to retrieve the old PPG email address from the former chair person, unfortunately this has not been possible there it has been decided to create a brand new one which has been done during this meeting.</p> <p>Phone number connected to the email address is the chairman (SD) therefore if needing to reset password will need to go through him.</p> <p>Email address: roxbourneppg@gmail.com (Active)</p> <p>PPG Committee not to share PK and FL's work email address with the large PPG group.</p>	<i>Email address created, to be passed on to Shashi once minutes are completed</i>
Secretary	<p>PPG committee has not yet elected a secretary so until then FL will be minuting the meetings.</p> <p>Once the PPG have increased in number a secretary should be elected.</p>	<i>Secretary to be elected – process on going</i>
Communication	<p>Reiterated that communication has been an issue and PPG has been reassured this will improve going forward.</p> <p>Trust between Practice and PPG to be rebuilt.</p>	
CQC	<p>CQC inspection planned from 3rd to 5th May 2023.</p> <p>PPG members invited to attend on Friday 5th of May during the onsite inspection. CQC might want to ask the PPG members questions about their experience with the practice.</p> <p>Practice is not aware of what questions they might ask and Pratibha does not want influence in any way the PPG input.</p> <p>Advised to be honest and transparent.</p>	<i>PK to update PPG by the end of this week</i>

	Practice to update PPG on time of inspection once CQC has sent their timetable.	
Terms of Reference	<p>Terms of reference (Constitution) sent by PK were not received by some members.</p> <p>Terms of reference (Constitution) to be resent along with the minutes of this meeting and telephone and Patches report for the past few months.</p> <p>Terms of reference (Constitution) to be sent as word format so can be amended if needed by the PPG committee members.</p> <p>PK set expectation letting PPG know she might not be able to respond for the next 10-14days due to high workload and asked for PPG understanding.</p>	<i>PPG to review the Terms of Reference and let the Practice know if there is anything they would like amended. Ideally this should be done by next meeting</i>
Practice Data	PPG requested access to stats/data from the practice, PK happy to provide as much info as possible within the GDPR guidelines, but would need to know what specific data PPG require.	<i>PPG to let Practice know which date they require</i>
Newsletter	<p>PK and PPG agree that future expectation is to re-start practice newsletter. A text of the link will be sent by the practice to all Practice patient population.</p> <p>Printed copy to be kept in reception for patients to read whilst waiting for their appointments.</p>	<i>To be further discuss with wider PPG group</i>
Future Meetings	<p>Discussed possibility of having meetings online to increase attendance of PPG members.</p> <p>MS Teams is not an option unfortunately as Practice can only use it with NHS members.</p> <p>Zoom is not a popular option due to time restrictions and not user friendly.</p> <p>Agreed to keep it face to face for the present moment.</p> <p>Next meeting date agreed as 2nd Tuesday of every month at 6.30pm until further notice.</p>	<i>Next meeting set for 09/05/23 at 6.30pm at the RMC – invite will be sent along with minutes and relevant documents</i>
PPG suggestions	<p>KM suggestions passed over by JM:</p> <ol style="list-style-type: none"> 1. Check-in screen not in an ideal position, patients often miss it due to confusing signed at the entrance <i>PK informed the PPG, currently self-check-in screen is out of order, once fixed we can consider re-arrangement</i> 2. Notice board not organised and information need to be updates <i>RMC aware and will organise this better making sure all info is up to date for patients, in process as this started on 24/04/2023.</i> 3. Can Waiting times displayed on TVs in reception? <i>As far as RMC knows this is not possible as current clinical system does not allow this feature but will double check with provider, in the meantime to ensure staff to inform</i> 	

patients when they arrive if there are any delays in the schedule to set expectations.

4. Can the Practice display the GPs allocation on a weekly basis?

PK will come back on this but it should not be an issue.

5. Lack of leaflets for patients

PK explained that due to infection control we are not able to keep leaflets in reception. QR codes can be displayed on the notice board to provide inform but this may alienate patients of a certain demographic.

NEXT PPG MEETING ON 9TH OF MAY 2023 AT 6.30PM AT THE ROXBOURNE MEDICAL CENTRE.