

PPG Meeting Minutes

Date/Time	27 th June 2024 /12.30pm			
Chair	Gill Cashmore			
Attendees	Dr Hagan, Helen Lamb, Sue McDonagh, Beth O'Brien, Chris Gardner, Barbara Moore			
Visitors	Helen Brazil			
Apologies	Thomas Gardner			
	<ul style="list-style-type: none"> All agreed minutes from last meeting 			
Discussion Point	Action	By Whom	Date	
<u>1. Points raised from Minutes 21.03.24</u>				
1.1	<ul style="list-style-type: none"> Patients' perception of how busy practice is; <ul style="list-style-type: none"> Produce monthly data on appointments offered, telephone calls received. Display in waiting area <ul style="list-style-type: none"> Opportunity to look at this at PCN level and promote on Selby Town PCN website How to involve a more diverse group into the PPG <ul style="list-style-type: none"> Opportunity to advertise meeting date on website Create a PPG noticeboard in waiting area & advertise here Create a PPG suggestion box for patients to use 	<ul style="list-style-type: none"> HB to liaise with PCN re: producing and promoting appointment data at PCN level Practice happy to create noticeboard space for PPG to utilise GC happy to empty suggestion box – next steps not finalised 	HB SRMC	In progress In progress TBC
<u>2. Ear Syringing</u>				
2.1	<ul style="list-style-type: none"> GC relayed recent experience and enquired if this service could be reinstated into General Practice <ul style="list-style-type: none"> This is not part of General Practice core contract and will not be reinstated. 	<ul style="list-style-type: none"> Audiology letter - next steps not finalised 		TBC

	<ul style="list-style-type: none"> ○ Audiology letter; wording may create confusion <ul style="list-style-type: none"> ▪ Opportunity to contact audiology to feedback on wording used. 			
<u>3. PCN Update</u>				
3.1	<ul style="list-style-type: none"> ● Introduction from HB re: Ageing Well Health Fair to be held on 04.07.24 for PCN patients <ul style="list-style-type: none"> ○ Overview of patients invited (280 in total) ○ Aims of the event ○ Support received from local groups ○ Gill Cashmore has volunteered from SRMC PPG; poor uptake (nil) of other volunteers from PCN ○ Question raised re: transportation – felt it may be a barrier preventing some from attending ○ HB agreed to attend next PPG meeting to provide feedback on the event 	<ul style="list-style-type: none"> ● HB attend next PPG meeting – add to agenda ● GC to promote PPG at the event 	Secretary GC	To do In progress
<u>4. PPG support with communication</u>				
4.1	<ul style="list-style-type: none"> ● Discussed in meeting on 21.03.24 how PPG can support communication to other patients to understand what services are available within the practice, and how to access ● NHS produced leaflet shared with group 'Range of Healthcare Professionals' – this is available in waiting area for patients to read <ul style="list-style-type: none"> ○ Felt it may be a good source of information for PPG members to use when communicating to patients ● Friends & Family Test – cards available for patients to complete. PPG to utilise these ● Klinik; how to use online service – encourage patients to utilise for routine appointments/requests <ul style="list-style-type: none"> ○ GC happy to do this, will require IT training prior to promoting 	<ul style="list-style-type: none"> ● GC to liaise with PPG group re; dates to attend practice ● Practice agreed to offer Klinik training – date TBC ● Practice to review Klinik wording when 'closed' 	GC SRMC SRMC	In progress In progress In progress

	<ul style="list-style-type: none"> ○ Klinik is not available 365 days; wording on message when closed is confusing, looks like site is not available 			
<u>5. PPG Meeting Time</u>				
5.1	<ul style="list-style-type: none"> • Suggestion put forward to alter time of meeting to later in day with the aim of attracting more members – potentially 4.30pm 	<ul style="list-style-type: none"> • Practice to review availability and HL to liaise with GC 	HL / GC	In progress
<u>7. AOB</u>				
7.1	<ul style="list-style-type: none"> • Nothing to add 	<ul style="list-style-type: none"> • 		

Date of Next Meeting: September 2024 – day TBC