



WE ARE HELPING TO DEVELOP A STRONGER NETWORK OF PPGS IN DORSET

Royal Crescent & Preston Road Practice Patient Participation Group (PPG) Meeting

11-01-2022

Held via Zoom Video Conference

Notes of Meeting

		Action
	<p>Attendees: Present: Tracey Scorer (PPG Co-ordinator), Leanne Birch (Operations Manager), John Hewitt (Preston PPG Chair) Peter Greensmith (W&P PPG Locality Chair), Dr Ella Costales (GP Partner), & 17 PPG Members Chair – John Hewitt</p> <p>PPG Membership currently: PRS 48 members and RCS 24 members</p>	
1	John welcomed everyone to the 7 th Practice PPG meeting held via zoom and extended a warm welcome to our new members.	
2	<p>Updates from previous meeting - Leanne</p> <ul style="list-style-type: none"> The phone stats are looked at weekly and Leanne was pleased to announce an answer rate of 90-95%. Demand increases tend to tie in with Boris's announcements. A PPG member stated on calling the surgery after the Christmas break, they called and received an engaged tone 23 times before getting through and hearing the telephone message, then having to wait several minutes before being answered. Leanne explained there are 6 incoming lines, and if the receptionists are on a call, a 7th patient would hear an engaged tone. This was felt to be better than the patient getting through and be stuck in a queue and paying for the call before being answered. One PPG member suggested if calling from a land line to <u>use the ring back function</u> – if you make a call to an engaged number, <u>just dial '5' and hang up</u>. The Ring back will call you back when the engaged telephone number becomes free. <i>(This may depend on your phone provider)</i> Covid related telephone queries have now quietened down. Some staff sickness, and staff having to isolate due to Covid, but measures taken in the practice with windows open and mask wearing have helped to limit this. Majority of GP appointments are telephone consultations, with the GP seeing patients face to face where appropriate. Patients can book F2F appts in the first instance for certain conditions. The Practice utilises SMS when it needs to send a message out to patients, along with the newsletter and website. SMS should only be used if this benefits the patient. SMS cannot be used in the form of advertising. The practice was not able to send out a bulk SMS to younger patients inviting them to join the PPG as discussed in the previous meeting. Pharmacy issues are ongoing but have quietened down. Pharmacies having issues with staff off sick, resulting in the pharmacy closing at short notice. The Practice is informed in these cases. Flu vaccines are still available for eligible patients and the PPG was asked to urge patients to take up the vaccination if they are eligible but not yet received it. Leanne thanked the volunteers who helped out at the Flu and Covid clinics. 	

	<ul style="list-style-type: none"> New First Contact Physiotherapist appointments now available at Preston Surgery. Patients can book to see the Physio, providing this is a 'new problem', and not an ongoing problem, or one previously discussed with a clinician. The Physio can provide treatment, exercises or refer as necessary. <p>Actions from previous meeting</p> <ul style="list-style-type: none"> Tracey updated the website on the NHS Covid App and the NHS Patient App to make it clearer the difference between the Apps and added this to the Practice newsletter. Tracey said she had received very little feedback from the PPG on local groups and activities and not enough to develop a leaflet. The groups mentioned could be added to the next newsletter, with the aim of helping people who may socially isolated, to increase activity and social interaction. Membership of the PPG has increased following on from the article in the December newsletter. John delivered 40 newsletters to Preston Pre-school, for parents to be aware of the new Parent line article. 	
3	<p>The PPG asked how the practice was doing with the more routine work, such as medicine reviews, long term condition reviews, screening etc. Leanne said they had got behind but are catching up. New ways of working have been introduced and will be continued, such as sending links to patients to book their own appointments and the use of online questionnaires to help long term condition management, such as Asthma and COPD. The results are then looked at by a clinician and follow up booked as appropriate.</p> <p>A question was asked if 2 people share the same mobile number, they do not know who the SMS relates to.</p> <p>Leanne said this has been noticed and patients are now asked to state who is the 'main' holder of the mobile number, and the other person will have this recorded on their record under an 'alternative field', with a comment 'husband/wife mobile'</p> <p>The Practice will also state the intended recipients name at the beginning of the SMS where appropriate.</p>	
4	<p>PPG Patient Experience Questionnaire – Surgery Actions</p> <p>John met with Sandra, Leanne, and Tracey to discuss the W&P questionnaire. The Practice agreed to work on several areas.</p> <p><i>* See appendix 1 – W&P Patient Questionnaire – Surgery Actions</i></p>	Practice
5	<p>Practice Website Review</p> <p>The Practice are in the process of creating a new website and requested feedback from the PPG. A small working group from the PPG will be set up to help the Practice with the new website.</p> <p><i>* See appendix 2 - Website Review Comments</i></p>	PPG Website working group
6	<p>Jim Gammans stated the CCG are soon to become part of ICSs (Integrated Care System), with ICS to take on their 'allocative function'. There will be no change to the public but will change how the NHS is locally set up. This will benefit patients, with a health, voluntary and community sector and will have a good relationship with other agencies and authorities bringing them all closer together. This was scheduled for 1st April this year, but now deferred to 1st July. There will be an update on this at the next locality PPG webinar.</p>	
7	<p>The date for the next PPG Meeting will be Tuesday 5th April 1pm start.</p>	
8	<p>John thanked all members for attending and brought the meeting to a close.</p>	

Attachments to Minutes:

Appendix 1 – W&P Patient Questionnaire – Surgery Actions

Appendix 1 –Website Review Comments