

PATIENT PARTICIPATION GROUP MEETING MINUTES

TUESDAY 6th June 2023

Present : Jane Rudon, Kerrigan Rudon, Vicky Hill, Klair King, Gwen Thompson, Mike Thompson, Karen Gavin, Irene Gwizdala, Linda Haigh, Brenda Cavers, Susan Moore, Roy Birch and Dr Mukadam.

NOTES	ACTION BY
<p>GROUP MEETING</p> <p>Jane Rudon opened the meeting and welcomed all members. She welcomed a new member Susan Moore. There were apologies from Stewart Hill and Margaret Msimbe.</p> <p>MINUTES OF THE LAST MEETING HELD ON 18th APRIL 2023</p> <p>It was agreed that the minutes were accurate once Dr Aspturi's surname was added and that the monitoring of the new appointments system is done by NHS England and the ICB.</p> <p>MATTERS ARISING</p> <ol style="list-style-type: none">1) Increasing Patient Participation - Vicky told the meeting that the new PPG email is up and running.2) The PPG is trying to encourage all patients to use the NHS in the most appropriate way and not automatically go to A&E. Some Eastern European people do not register with a GP but always go to A&E when they are ill. It was agreed that holding a meeting would be difficult because of the logistics of different languages etc but that it would be helpful to have leaflets explaining the UK system in a number of different languages. It was suggested that we try and find out if such leaflets have been produced elsewhere. Perhaps we could produce a video?3) Nametags – The staff are wearing name tags and all seem comfortable with them. Feedback has been positive.4) Patients' Survey – There have been a number of medical students at FMC and they have administered the patients' survey. There are about 75 responses. Some have indicated that they would be interested in joining the PPG. Jane will collate the information <p>STAFF UPDATE</p> <p>FMC is interviewing for a new GP. There is a very good paramedic who is very good who works on some Thursdays but is not inclined to work more. Here is a big issue with room availability. Sometimes the GPs and admin staff have to do their work at home. We need another full-time admin person as they admin staff are under pressure.</p>	<p></p> <p>JR</p> <p>JR</p>

BOOKING APPOINTMENTS

The reception staff have been trained to triage patients. There is a long list of self-referral ailments and staff can signpost patients. If all the appointments for one session have gone patients will be asked to call 111.

The PPG were asked to feedback to the surgery their experiences with booking appointments and contacting the practice.

PRIMARY CARE NETWORK

There are issues within the PCN that are being mediated by the ICB.

COMPLAINTS/ PLAUDITS

It is easy to leave reviews on Google Reviews and there have been some good reviews.

There was one written complaint regarding an elderly patient and the stairs. It is not always easy to ensure that treatments can take place on the ground floor because of the shortage of rooms.

SIGNIFICANT EVENTS

There has been a significant event. Vicky and Dr Mukadam told the group about the event. It was extremely sad but everyone at FMC acted totally appropriately.

NEWSLETTER

The newsletter will highlight that FMC takes part in research and patients may get texts inviting them to take part.

There will be an explanation that FMC will not take or issue prescriptions over the phone because of safety issues.

The list of self-referral options will be put in the newsletter

DATE OF THE NEXT MEETING

The next meeting will take place on Tuesday 25th July 2023.

ANY OTHER BUSINESS

Concern was expressed that there have been a number of people tripping up on one of the steps upstairs. It was suggested that there should be a sign warning that there is a step and that it is highlighted.

There being no other business Jane thanked the attendees for their presence and closed the meeting.

VH