

**Patient Participation Group Meeting**

**31 May 2023 @ 5pm**

**The Boardroom, St Peters Hill Surgery**

**Meeting Minutes**

**In attendance**

Julian Da Silva (Practice Manager); Sarah Lamb (Secretary); Molly Marshall (Patient); Stephen Sumner (Patient). *A GP partner/clinician was unable to attend on this occasion.*

Julian welcomed everyone to the meeting. Staff recruitment was discussed - an advert has recently been put out for a new phlebotomist to join the Practice; the purpose of this role being to take demand away from the health care assistants and free up their time for dressings.

Julian informed the Group that we recently had 9500 telephone calls across 10 working days and the Practice answered 8800 of these with an average wait time of 2 minutes.

The Practice is taking part in a pilot to keep askmyGP on for longer giving patient’s more access and flexibility and to help alleviate the ‘mad rush’ first thing in the morning.

The Group discussed how we could encourage more patients to join the PPG and it was agreed that we wait until we have more members before electing a chair who may then attend Patient Council Meetings and County-wide PPG events. ***Molly and Stephen to speak to people they know that are patients of the Practice to see if they would be interested in joining.*** It may also be worth involving the GP’s in this to see if they have any names of patient’s they can put forward.

Molly suggested putting an advert in the Grantham Link magazine. ***Molly to make some enquiries about this re cost etc.***

The Group looked at some reviews received on Facebook, Google and the NHS website. Julian has implemented a Complaints Tracker which he uses to manage all patient complaints. This has become a big part of his workload. We discussed how we could turn some of the negatives into positives and creating a “You Said, We Did” board in reception in the future. Discussed the possibility of conducting a survey to gain more feedback. ***Everyone to have a think about survey questions / a particular topic and discuss further at the next meeting.***

Julian wants to make the reception waiting area more informative overall with a plan to create a new Carer’s Board as well.

Molly came up with the idea of doing a ‘Behind the Scenes’ / ‘Day in the Life’ for individual departments or staff members to make the Practice more personable and give patient’s a greater understanding of workload and demand. Cannot assume that patients are aware of what is available to them. Molly informed the Group that she didn’t realise we had an inhouse physio for example.

Everyone agreed that Receptionist’s have a particularly negative stigma so working with them to get their insight and see how the PPG can help in working towards removing this stigma would be beneficial. ***Jacqui/Hayley to attend a future meeting.***

**Next meeting 28 June 2023 @ 16:30**