

# Patient Participation Group Quarterly Meeting

## Date

Wed 26 Feb 16:00 - 17:00

## Location

Boardroom

## Confirmed attendees

Sarah Lamb, Kirsty Collins, Jacqueline Jacobs

## Other Attendees

Molly Marshall, Stephen Sumner, Peter Brister, Ian Pick, Mingshi

## Details/Agenda

### 1. Welcome and Practice updates

- AYU retirement
- Welby Innovate

### 2. National and Practice Data

- National survey
- FFT snapshot
- do group members feel it is reflective of feelings towards the practice?
- Staff organisation chart

### 3. Calendar of health campaigns

- Decide on quarterly events that the surgery can run in line with national campaigns

### 4. AOB

Next Meeting 28th May @ 16:00

## Minutes

Previous minutes discussed and agreed.

### Topics discussed:

- Drop in sessions to help digitally challenged patients
- Practice working towards being a Veteran friendly practice - SF is our Veteran GP and we are working to identify who are our veterans within our patient population
- Local community bits discussed - Beehive centre, foodbanks, "ManShed".
- AYU retirement end of March, not being replaced with a GP partner, will be an advanced nurse practitioner who can also step in with nursing. In the meantime we will have locums to help out.
- Welby innovate – manages patient information e.g. results and recalls, this should be up and running by April. WI to send out questionnaires, patients can respond to this. Patients can also opt out. MM queried how accurate this is. JJ discussed how the system will work and how this will be safety netted.
- Challenges of askmyGP discussed

### Covid Planning

- 4 Saturdays for covid clinics in April - 3 nurses and 4 admin
- Practice nurse to attend care homes with a driver.
- HUB during covid clinic - JJ and KC to discuss.

### Feedback

- Discussed snapshot of feedback, NHS England and experiences of askmyGP
- Feedback of patient survey looks good, discussed telephone calls also, calls answered and dropped- taken from a week in January
- Total calls – Massive volume (slide discussed)

### Actions

- Think about arranging a group to help patients with using askmyGP/NHS app
- Look at a key NHS campaign for the practice / PPG to be involved in

## Associated documents:

- [PPG Meeting \(27/11/2024\)](#)
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