**MINUTES – PATIENT PARTICIPATION GROUP**

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| **Date:** | Thursday 22 February 2024 |
| **Chairperson:** | Marcia Krebs (MK) – Practice Manager |
| **Minutes taken by:** | Marcia Krebs (MK) – Practice Manager |
| **Attendees:** | Pt - FC |
| **Apologies:** | Pt – AB; Pt - WR |

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| **1.** | **Welcome & Introductions:** MK welcomed FC to the meeting and introduced herself and invited FC to do the same and both shared their background. |  |
| **2.** | **Apologies and announcements:** MK advised there were two other PPG members, unfortunately they were unable to attend today’s meeting. MK advised of the rules for the PPG meeting and any complaints or issues should be dealt with outside of the meeting.  |  |
| **3.** | **Previous Minutes review actions:** There were no previous minutes to discuss. |  |
| **4.** | **Staffing Update:** MK went through the current staff that were employed at the Flying Scotsman and discussed further about what some of their roles entailed, i.e. Physician Associate and Pharmacy Technician.MK advised we were still recruiting for a Salaried GP for 2 days and also a receptionist.MK also discussed the additional staff that we have through the PCN (Primary Care Network). These were General Practice Assistants; Physiotherapists; Pharmacy Technician; Care Coordinators and a Physician Associate. |  |
| **5.** | **Practice Update:*** **New Ownership**

MK explained to FC about the recent change to ownership of the company (HCRG), which FC was already aware of.MK explained how this would not have any impact on the services that are provided by the practice and that the changes were only being taken at the top level of the company structure and the practice was still part of Operose Health.* **DrIQ**

MK spoke to FC about the online platform that the practice uses called DrIQ. FC asked why we used this app over systmonline. MK explained the DrIQ had been developed by ATMedics who are part of the Operose Health group and that it is a recognised provider for online consultations.MK explained what the app allows patients to do and what they can access.FC asked MK about whether patients who don’t use technology would be disadvantaged, but MK reassured him that all patients could still access the surgery in their preferred way and would still get the same level of service. |  |
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| **6.** | **Feedback:**MK provided the last three months reviews from Google for the practice. Out of the four reviews there was only one negative one regarding a problem getting an appointment. MK explained to FC that we do have a problem with the Google reviews, as often reviews are added for the Dental service in the same building so the overall score is not a true reflection of the reviews for our service.MK also read out several friends and family cards that had been received over the last month. Again, most were good and praised staff like Charlie, our Health Care Assistant. |  |
| **7.** | **Future Plans:**MK discussed the work that she has been involved with currently and the plans to continue with these. They consisted of working closely with Public Health and Healthwatch and being involved with events, e.g. Gypsy Roma Traveller Health Fayres.MK also advised FC that we have introduced the following services to the practice, who do a clinic each week.* Aspire – offering a service for anyone wanting help with stopping drinking.
* Macmillan Cancer – offering a service for anyone recently diagnosed with cancer or for anyone that has been affected by cancer.
* Citizens Advice – offering a service to patients who may need help with benefits advice, etc.
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| **8.**  | **Patient Representative Feedback:**  MK explained to FC that this section was to allow feedback from a patient’s perspective on the practice.A general discussion took place. In particular FC spoke about the appointments and how it is only one problem per appointment. MK explained the reasons around this and advised that the reception staff can book double appointments if more than one problem is to be discussed.FC produced some data that had been collected from a previous PPG meeting regarding appointment usage and DNA’s (Did Not Attend) and asked if this could be produced again.**ACTION – MK to provide appointment data for next meeting**  |  |
| **9** | **Patient Representative Questions:**There were no specific questions asked. FC did ask if it was also possible to have an up-to-date breakdown of the top 10 languages used at the practice.**ACTION – MK to provide top 10 languages for next meeting**  |  |
| **10.** | **Any other business:**MK asked FC how often he felt we should have these meetings. FC was happy to go with what MK was able to schedule in the diary.Post meeting note – MK has scheduled the next meeting for two months time – see below. |  |
| Next Meeting date : Thurs 18th April 2024 at 2.00pm |