

Patient Participation Group (PPG) | MINUTES

Meeting date | time 24/08/2020 | 19:00 | Meeting location Video Conference

Meeting called by	Tricia Cowdrey	Justine Jobson
Type of meeting	Regular PPG update	Jason Faux
Note Taker	Ian Johnston	Lin Spence

Agenda topics

Agenda topic *Previous Minutes Matters Arising* | Presenter *Tricia*

During last February meeting Tricia volunteered to Chair PPG.

Group requested Tricia to continue to Chair future meetings.

Action items	Person responsible	Deadline
Tricia to chair future meetings and arrange agendas.	Tricia	Ongoing

Agenda topic *Covid 19 Update* | Presenter *Lin*

- Now there are 3 GP, 3 Nurse Practitioners and 2 Advanced Care Practitioner surgeries a week which consist of a mixture of pre-arranged telephone consultations in the main with some face to face appointments. There is a plan to implement more face to face surgeries with the nurse practitioner's continuing with triage.
- The online booking system is currently suspended as all face to face appointments are triaged by a clinician first.

Action items	Person responsible	Deadline
Communicate via upcoming Practice Newsletter.	Lin / Justine	

Agenda topic *PCN Update* | Presenter *Tricia*

- There are new roles in place such as the Social Prescriber which are shared across GP surgeries. Tricia stated that a recent experience had revealed it is not clear how they are used by individual surgeries.
Lin explained that this was a limited resource across multiple GP surgeries therefore scheduling was a challenge.
Justine suggested getting the Social Prescriber; Paula and the PCN Manager; Ellen to attend the next video meeting.

Action items	Person responsible	Deadline
Advertise roles on the Practice Web site.	Lin	
Invite one of them to attend upcoming PPG meeting.	Justine	

Agenda topic *Non Covid Hospital Services* | Presenter *Ian*

- Ian queried the current situation with GP referrals and hospital appointments. At present there is a 3 to 4-month backlog due to Covid but GPs are processing referrals as per normal and have done so throughout the lockdown..
- Group commented that some appointments are being offered at the Wellesley to assist with backlog. All specialities/departments are processing referrals including the backlog.

Action items	Person responsible	Deadline
None		

Agenda topic *Telephone System* | Presenter *Lin*

Lin explained that they have received little notice of transfer to the new system and associated number but one of the major benefits was that it allowed calls to be overflowed at busy times.

Tricia gave comments regarding the current navigation options which she felt were rather longwinded.

Action items	Person responsible	Deadline
Review usage and abandon rates to see if routing could be improved.	Lin/Justine	

Agenda topic *Website* | Presenter *Jason*

Tricia informed the group that the current website was rated GOOD by Healthwatch except for one broken link.

- Jason gave some general feedback regarding the website and the current navigation from the landing page. He felt that there should be a simplified landing page with summary headings that guided users to the appropriate detail. Justine agreed it was not obvious enough for patients to locate particular topics.

Lin described some of the constraints around web site content as it is a Health Centre level resource shared by both surgeries on the site.

Action items	Person responsible	Deadline
Check broken link.	Lin	
Review Covid and Landing Page Navigation	Lin	

Jason gave his feedback on previous newsletter which he felt was too detailed as a general patient communication. He also suggested it might be possible to get some free coverage in the local Essex and Oracle magazines.

Justine confirmed that distribution could be by bulk email as the Practice had been collecting and updating patient email addresses. Lin also confirmed it was possible to segment emails by patient profile if required.

Group felt aim should be to produce one as soon as possible but to limit it to 4 topics only. Suggestions were new PCN roles update and flu Planning.

Action items	Person responsible	Deadline
Produce draft newsletter for group review via email.	Justine	
Contact local magazines for possible distribution.	Jason	

Meeting Closed: 20:20

Date of next Meeting	Time
November 9 th via Teams	19:00