

PPG MEETING MINUTES

Location: Microsoft Teams
Date: 27th November 2024
Time: 6.00pm

Agenda:

- **Welcome** – Welcomed everyone to the meeting and thanked everyone for coming. VC apologised for how long it had been since the previous PPG meeting. VC asked all members if they were happy for the dates for the meetings during 2025 to be sent out via email, so everyone had these in their calendar in advance. All PPG members and GH agreed.
- **New Website** - VC asked whether the members had had an opportunity to review the new practice website yet following on from the discussions at the previous meeting. RJ said she had looked at the website and noted some changes. BJ commented that he felt the website was very busy and that it took a few clicks to find the practice privacy notice. MP added that he had used it last week, but he would go back and review it and feedback. BJ then asked whether the website provider is compliant with the rules created by the NHS for GP websites. GH confirmed that they are and the company we use are familiar with GP practice websites and the regulations.
- **Jayex Board and New check in screen** – VC explained that since the last meeting there had been a new check in screen and a new call board fitted. VC asked if anyone in the meeting had used these. MP stated that he had used them last week and felt these were good. VC asked MP whether he felt the volume for the call board was appropriate and he said yes. RJ also agreed with MP and mentioned how it would be good for those hard of hearing. MP then went on to mention the ornament in reception next to the check in screen and how it could be used as a weapon etc. BJ said there had been lots of instances of issues that had occurred at other practices, and they had removed things to ensure no weapons around as could be used to smash privacy screens etc.

Action- VC & GH to review the ornament in reception after the meeting.

- **New Apprentices and Staff members-** VC explained that since the previous meeting there had been some apprentices join us at the practice. RJ mentioned that she had seen one of the new locum GP's recently and was

very impressed. RJ then asked whether there had been any new GP's and GH explained that we have a new salaried GP working 3 days per week called Dr Tutuola and as we were a training practice we have lots of different doctors joining us on rotations. RJ noted that when she had been to the surgery, she found the waiting room was not very busy and questioned whether this was because a lot of patients were now having telephone consultations rather than face to face. GH explained that yes, we do now do more telephone consultations, so this could be the reason.

- **Deputy Chair** – VC asked the members of the meeting if they had any thoughts about having a deputy chair for the PPG group. RJ mentioned that she was previously deputy and asked whether we wanted her to step down from Chair. VC explained that was not necessary but felt we needed a deputy again alongside having RJ as chairperson. BJ explained he enjoys attending the meetings but doesn't feel it appropriate to take up the position due to his role within the NHS which he felt could provide a conflict. MP expressed he was happy to become deputy if needed and it was agreed that MP would be Deputy Chair and RJ would continue to be Chairperson for the PPG group.

- **AOB -**

1. **Comments and suggestions** – Discussion was held around comments and suggestions from patients. MP mentioned that he had, had a few issues but didn't want to add these to the F&F feedback forms. MP mentioned having a WhatsApp group for feedback from the PPG. GH explained that all negative F&F feedback received is discussed with the partners at the practice meeting, so it is worth sharing any thoughts through this mechanism, it is picked up for discussion. GH indicated that she splits the feedback into common themes so any issue with 2 or more comments is reviewed to see how we can improve in that area. GH also explained we publicise the "You said, we Did" on Facebook and also used to have a board in reception detailing this however unsure if this was still there. GH indicated that she would bring a summary to these meetings once the partners have discussed this so we can feedback and share any actions the practice is taking to improve this. This would also give an opportunity for the group to feed into this discussion.

2. **Hyms Interviews** - MP mentioned that following on from an email VC had sent to the PPG members regarding PPG members being involved in HYMS student interviews he had emailed and would be involved in some of the interviews in January.

3. **Car Park** – BJ mentioned the carpark and the CCTV in the carpark. BJ asked whether we had many issues with the car park and whether we had looked at extending it before. GH explained that it is something that the practice had explored in the past, however obtaining funding hadn't been possible however she would continue to pursue any opportunities for funding for us to be able to do this. RJ mentioned how dangerous it was when pulling out of the carpark as cars park up and down the street and isn't always easy to see and asked if the residents had complained about this. GH indicated that this wasn't anything that had been brought to the

practice as a complaint that she was aware of but realised how congested the road does get at times.

Meeting closed at 6.45pm.