

Homestead PPG Meeting 8th Match 2023 Minutes

Persons present

Practice Personnel

Dr K D Rogbeer,
Dr M D Prabhu
Dr O A Irelewuyi.
Mrs Sarah Huskins (Practice Manager)
Zoe Palmer (Assistant Practice Manager)

Boots the Chemist

Mr Lad (pharmacist)

PPG members

[REDACTED] (IC)
[REDACTED] (SS)
[REDACTED] (JR)
[REDACTED] (BF)

Apologies. [REDACTED]. NJ

Meeting started at 5.15

1. Agree Minutes of last Meeting

Minutes from the last meeting were agreed

2. Actions from last meeting and PPG group

List of actions from previous meeting was distributed – no issues - JR still to attend meeting (via video link) with PPG Network (21st March 2023) to see if there is anything we could learn and then put into practice at Homestead.

3. Telephone Prescription line take up

The new prescription line is up and running but still in the early stages. Its slow to take off and needs more advertising. Perhaps a leaflet explaining the procedure and put in the waiting room for patients to take home with them would help.

4. Feedback from PPG Patient Questions

This was discussed and the general feeling was that it was a good start but the numbers are too low. Acknowledged as a good start. It was noted that there were other surveys done by the NHS et al, but agreed that the PPG more informal questionnaire may tease out more insights from the patient population. It was agreed that the list of questions will be reviewed and a way found to get more completed forms.

5. Recruitment of members to PPG

This was discussed but acknowledged to be a difficult task. The practice (Doctors and Staff) was asked to be proactive in the recruitment. It was agreed that the young woman, not a patient at the practice, who accompanied her father on the day of the Coffee Morning would definitely be a suitable recruit so should be approached. There was a young man, also at the Coffee Morning, who said he would join the PPG.

PPG members can be recruited from the patient population and any of their Carers.

6. Coffee Morning feedback

We have had two Coffee Mornings with limited numbers. The good news is that we are not short of support from experts from Support Organisations – e.g. Alzheimer’s Support. The low attendance may have been down to the time of year and associated poor weather. The next coffee morning is on Friday 21st April.

7. Any Other Business

There were a number of items to discuss in AOB but time was limited. Those not covered will be added to the next meeting.

a. On-line Services

It was agreed that On-line services would be added as a regular agenda item for future PPG meetings. The on-line services need to be promoted more for the benefit of patient access and reduced load on the practice.

b. Missed appointments

We discussed the problem of DNA (Did Not Attend) and maybe not all of these people really need to see a doctor as there are a lot of other services available at the surgery that don’t need a referral by a doctor but patients may not be aware of these so it might be helpful to get a list of these and advertise them on our PPG board and in the waiting room. The important issue here is that appointments that are not kept could have been given to other patients in need.

Mr Lad also pointed out that help and support is available for vulnerable patients at the pharmacy.

c. Phone number in reminder text messages need to be updated to include area code.

d. Planning for the year ahead coffee mornings to be scheduled and speakers arranged in advance so that plenty of notice can be given when advertising the meetings. Agreed that this may be difficult to get speakers to plan that far ahead.

e. Goals and Aims of the PPG to be discussed in detail by PPG members outside the three-monthly meetings.

Meeting closed at 6:30

Actions from the meeting:

	Action	By
1	Promote Telephone Prescription Service – maybe by leaflets.	Practice Admin
2	Update Patient Questionnaire and improve number of responses.	PPG
3	Contact young woman from the Coffee Morning to invite her to join our PPG.	PPG
4	Advertise future Coffee Mornings.	PPG
5	Plan future Coffee Morning and invited guests.	PPG
6	Add area code to appointment text messages.	
7	Discuss Goals and Aims of PPG	PPG
8	Recruit PPG Members	Doctors, Admin, PPG

Next Meeting June 2023