

Minutes from the PPG
Homestead Medical Centre
19/07/2023

Persons present

Practice Personnel

- Dr M D Prabhu (Dr P)
- Miss Zoe Palmer Deputy Practice Manager (SH)

The following persons are registered patients with the practice (RP)

- [REDACTED] (IC)
- [REDACTED] (BF)
- [REDACTED] (HC)
- [REDACTED] (NJ) – Chair and note taker.

Minutes

Meeting commenced at 1704hrs

Introductions

1. Introductions were made by those present

Apologies and Attendance

- Apologies were recorded –
- Dr K D Rogbeer (Dr R)
- Dr O A Irelewuyi (Dr I) – arrived 1747 hrs
- [REDACTED] SH
- [REDACTED] (JR)
- [REDACTED] (SS)
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2. [REDACTED] and an attendance register was completed by those present along with a declaration regarding data protection and GDPR

Previous Meeting Minutes

3. The minutes of the previous meeting were discussed and the following points were noted :-

- Point 2 – carried forward regarding the Patient Questionnaire and how to improve the response rate

- Point 4 and 5 Advertise future coffee mornings, plan and invited outside guests – ongoing
- Point 6 – adding of the Wakefield area code to future text messages for use with mobile phones.
- Point 7 – discussion of goals on the PPG carried forward.

4. Update on the Prescription Service

It was noted that the paper option of requesting repeat prescriptions was still needed by some patients, but it was a possibility that the paper version could be used to promote the telephone reordering service.

5. Patient Questionnaire – a suggestion was made that the type of questions asked should be looked into and changed on a three-monthly basis to reflect the needs and requirements of the practice.

6. Coffee Mornings / Afternoons – it was suggested that future events be held in the mornings based on attendance of both morning and afternoon meetings. It was requested that larger signage and if possible a better presence of advertising the events could be looked into. It was also discussed that the PPG choose three organisations to liaise with to gain some continuity with patients and needs. Those organisations discussed were Dementia UK , Age UK and the local Diabetic Group. It was also suggested based on local requirements we would also approach other groups such as Cancer Research. IC and BF suggested that we could investigate a Saturday morning coffee group to coincide with the seasonal Flu Jab campaign in case this could prove a more relaxed way to encourage patients to attend. It was further suggested that the coffee mornings were held in a different area.

7. Patient attendance varied from meeting to meeting and it was suggested that JR could ask other PPGs how they encouraged attendance in order that more of the patient population was represented.

8. Those present were happy to continue the use of the PPG WhatsApp group for the purpose of PPG matters only.

9. The role and purpose of patients on the PPG – a copy of the aims and objectives were attached to the agenda.

10. Friends and Family results were attached to the agenda showing some excellent feedback and positive results from patients.

11. A template to be designed for all PPG minutes in order a set format can be followed for any minute taker at future meetings – NJ to deal

Actions from the above minutes.

1. JR to take forward his points on Technology and Digital to the October meeting. **By October 2023**
2. Zoe to investigate better signage and advertising of the coffee mornings. **Ongoing action**
3. NJ and SS to contact the groups we have already dealt with to enquire if they are happy to continue to support the meetings. **By 31/08/2023**
4. SS and IC to follow up with a couple of patients who have shown interest in becoming members of the PPG to ascertain attendance in October. **.By 30/09/2023**
5. NJ to discuss with ZP new questions for the patient feedback to keep in line with the practice requirements and those of the wider NHS family. **By 15/09/20223**
6. PPG members to identify further dates for coffee mornings and advise ZP of the dates as soon as possible. **By 31/08/2023**
7. ZP / Dr P to further the thoughts shown above on the prescription service and use of paper requests to advertise the telephone service. **To report back on progress by 18/10 PPG meeting**
8. Template for Meeting minutes **by 18/10/2023 NJ**
9. Next PPG Meeting 18/10/2023

Meeting closed at 1830 hrs