

Homestead Medical Centre

PPG Meeting held on

18th October 2023

Meeting commenced at: 1731 HRS

Meeting closed at: 1835 HRS

Practice personnel Present

Dr Rogbeer Dr R

Dr Prabhu Dr P

Zoe Palmer ZP

PPG Members Present

██████████ BF

██████████ NH (New member)

██████████ HC

██████████ IC

██████████ SS

██████████ NJ

██████████ MM

Apologies

Dr OAI

Sarah Huskins Practice Manager

Agenda Number	Description	Action/Info
1 Last meeting minutes	<p>No copies were available at this meeting of previous minutes. As such at this meeting the last meetings minutes were not agreed.</p> <p>A copy of those minutes is on the Homestead Website which submitted at the time and as such will be taken as read.</p>	Info
2 Actions	<p>SS – to continue with contacts for coffee morning . This has been done and is ongoing for future events</p> <p>NJ to compile a meeting minutes template. Copy to be sent to ZP</p>	Ongoing Sent
3 New Telephony system	<p>Telephone system – Dr P and Dr R updated the group on the system and said that it is currently still with the procurement area.</p> <p>Dr R stated that this new system is being placed in the practice as it is a government requirement.</p> <p>The benefits of the new system were explained as follows by Dr P:-</p> <ol style="list-style-type: none"> 1. This will not take the place of the booking system 2. Call backs – these will once in stalled be put into place for patients to request 3. The practice has to change and the new system will allow more automation. The system will be hopefully in place in the first half of 2024Waiting times on the call handling time 4. Data collection will be beneficial to the practice 	Info

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<p>4 NHS Survey Results</p>	<p>The recent patient survey is NHS led and posted to registered patients at random. The results are anonymous. Concern was raised about the complete anonymity due to the survey being posted to named patients . ZP stated that the results were totally anonymous and they could not be traced back to an individual.</p> <p>Attached are the results .</p> <p>The following should be noted</p> <ol style="list-style-type: none"> 1, The response rate was 1.5% of those registered patients 2. Overall the results are in line with the national average <p>As a result of discussing the findings the following comments were made by members of the PPG and it was agreed ZP would make note and if practicable follow the comments through within other practice staff meetings</p> <ol style="list-style-type: none"> 1. Note was made on opening times of the appointment line and the closure at times during lunchtime periods. Would it be possible to ensure it remains open at all times within the Practice Opening hours 2. The prescription line is only open at certain times and not all people are happy using the internet and or the telephone system. Request made to look into the prescription line being more user friendly. 3. It was also suggested that the book on the day appointments are moved in line with seasonal pressures within the practice. Dr P noted that one patient had booked on line with her seven previous to the appointment date and 15 minutes before the appointment time had cancelled the slot. The slot was not filled, most probably due to the very short cancellation period. 	<p>ZP to follow up for the next meeting</p>

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5.	<ol style="list-style-type: none"> 1. In the past Mjog has been used to gain patient feedback. This consists of a text message sent out after an appointment asking for feedback. This system is now not available . This was a good way to gain feedback very quickly. 2. Now the main way to gain feedback is through asking patients to fill in slips when they attend the practice. 3. It was suggested that ppg members to help gain opinions by attending the surgery and talking with patients. 	<p>Info</p> <p>NJ to talk with other PPG members</p>
5. Practice Personnel Update	<ol style="list-style-type: none"> 1. Dr Bakare {male} joined in August 2023 and will be with the practice for the foreseeable future 2. Natalie Bogg has now qualified as a practice nurse. 3. Suggestion of w who is who photo wall of fame in the practice. NJ offered to take photos and deal. 4. It was suggested ZP updates positive events in the practice by placing notice for patients to see. 	<p>Info</p> <p>ZP – see point 3 and 4 and update when practicable.</p>
6. Macmillan Coffee Morning	<p>A £125 was raised with the help of all the PPG members, practice staff and doctors which was overseen by Julie on reception.</p>	<p>Info</p>
7. Coffee Morning Update from 16.10.2023	<p>This coffee morning was held in the main waiting room . Unfortunately Age UK were unable to attend. PPG members approached patients before and after appointments and gained valuable feedback and comments which has been passed to ZP</p>	

Agenda Number	Description	Action/Info
8. Future Coffee Mornings	It was agreed we would continue with coffee mornings and that they might be better held in the waiting room area. Dates to be confirmed.	PPG Members to discuss via Whatsapp Group

AOB

Date of next meeting 24th January 2024 1700 hrs