

Homestead Medical Centre

PPG Meeting held on 07/08/2024

Meeting commenced at: 1700 hrs

Meeting closed at: 1820 hrs

Practice personnel Present

Dr Rogbeer

Dr Prabhu

Dr Irelewuyi

Sarah Huskins – Practice Manager

Zoe Palmer – Asst Practice Manager

PPG Members Present

JR – Chairperson

NJ – Note taker

BF

TB

NH

Apologies

IC and HC

Agenda Number	Description	Action/Info
	The whole group expressed their deepest sympathy following the passing of SS, a valued and respected member pf the PPG.	Info

Agenda Number	Description	Action/Info
1 &2.	<p>Agree Minutes of last meeting.</p> <p>Apologies.</p> <p>Apologies IC & HC</p> <p>Minutes of last meeting were agreed and apologies noted</p> <p>The NHS training app was very well attended, and the group wished to thank the trainers who assisted many patients from our practice.</p>	Future visits? - Practice
3.	<p>Action points from last meeting.</p> <p>It was discussed that different questions needed to be developed for the next coffee meeting and that these questions should be timely and relevant to what the practice requires as feedback.</p>	Practice & PPG
	<p>Figures were shared by the practice as to the change in usage of apps and online services regarding prescriptions</p> <p>The figures were based on changes between July 2023 and July 2024</p> <p>NHS App – 2972 v 3038 Online S1 3193 v 4016 Telephone Order Line 195 v 381 Online Requests 1447 v 1789 Patches 121 v 677</p> <p>The above figures show an increase in all areas year on year, and will no doubt continue to do so as paper requests are no longer available to use.</p>	info

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	<p>Appointments – DNA messages via text seem to have some benefits but there are still on-the-day appts made with DNA as a result</p> <p>The new telephone system will have a shorter message and the option to have a call back and not lose your place in line will be highlighted.</p> <p>There is a You Tube Video showing how the system operates</p>	<p>Practice</p> <p>Practice to include link of Facebook page</p>
4.	<p>Review TOR & Goals & Objectives</p> <p>TOR and goals were discussed briefly and are being left as they are for the time being.</p>	Carried forward
5.	<p>New Telephone System update.</p> <p>New Telephone system is settling in and proving very effective.</p>	
6	<p>Practice News</p> <p>Dr Zohaib Malik is a new salaried GP working Mon and Fri</p> <p>Dr Sameh (Sam) Zaki is a new GP registrar and will be with the practice for 1 year</p>	Info

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7	<p>Feedback from Patients.</p> <p>Details re prescription ordering covered in previous point 5.</p> <p>Coffee Morning for Macmillan run by Julie on Reception</p> <p>Photos of practice staff on a notice board with names and titles so patients know who-is-who.</p> <p>Future coffee mornings – we are thinking of approaching Age UK and Wakefield Hospice</p>	<p>Julie</p> <p>Practice</p> <p>PPG to discuss</p>
8.	<p>On-line Services.</p> <p>See item 3 above.</p>	
9.	<p>Future <i>Brew, Briefing and Cakes.</i></p> <p>Still to be discussed.</p>	
10.	<p>Meeting Regularity and Time</p> <p>Interim meetings were proposed for patient members only – the result was that at the moment it is not needed</p>	
11. & 12.	<p>Recruitment of PPG Members.</p> <p>Notice Board.</p> <p>New members need to be recruited – could this be done through a questionnaire - poster on the main notice board is suggested.</p> <p>PPG notice board to be tidied up as it is felt it's a little cluttered.</p>	<p>New Poster for notice board – JR</p> <p>Tidy Notice Board - JR</p>

Agenda Number	Description	Action/Info
13.	<p>National Patient Survey Results 2024</p> <p>National Survey results were discussed – 567 surveys were sent to registered patients and 113 were returned. This shows a completion rate of 20%.</p> <p>In nearly half the areas surveyed the practice scored higher than the national average and in the other areas the figures showed the practice is almost attaining the required results.</p>	<p>National Survey to be linked into the web page with these minutes - ZP</p>
14	<p>AOB</p> <p>PPG to sort out the new five questions for the coffee morning surveys.</p> <p>A regular check of the website to be undertaken to ensure it is up to date.</p> <p>Can the PPG contribute to the practice newsletters – dates required for publications.</p>	<p>PPG</p> <p>JR</p> <p>Practice & PPG</p>

Date of next meeting **20th November 2024**