A screenshot of a cell phone

Description automatically generated

**PPG Meeting**

**08/08/2023 – Start Time 14:30**

**Attendees:**

MN – Deputy Manager

AS, KN, GN, JT, SH, LW, AC, SA, JS, SN, LU, MAS

**Apologies:**

**Dr AH**

* Introduction of members
* Review of last minutes of meeting. MN asked if there was anything that should not be in the minutes or if anything is missing. All members were happy – no changes made
* MN explained GP was not available and sent her apologies for todays meeting, however all feedback and any messages would be passed to her and she will receive a copy of the minutes of meeting.
* MN mentioned about upcoming services supported by the PCN which may benefit our patients such as group gardening, group cooking sessions and group walks set on certain days which is lead by Mina who is part of Oldham South PCN. We have displayed posters around the building and GP’s are made aware to inform any patients they feel may benefit from these services. Feedback provided from Mina states they have not had much engagement from patients registered with our Practice. Members were asked if there was anyway we could promote these services differently. JS suggested sending out text messages informing patients of upcoming events, however majority voted that they would be receiving too many messages from the Practice. It has been decided that patients will be asked if they would like to opt in from receiving these messages about event first and if they agree then send them out or via email – however the patients wish to be informed.
* Discussion about winter pressure services and how the appointments are available in house and within the community. The staff will be given the appropriate triage training so they will be aware of how to correctly signpost each patient accordingly and this should hopefully free up some GP appointments and the patients who need to be seen inhouse will be booked as needed.
* Upcoming flu season. LW asked when we will start giving out the flu injections. MN explained that we will not be receiving the injections until the end of September 2023 and that the local pharmacies do receive them at the beginning of September. The patients have the option to attend at their local pharmacy if they find this more convenient or they can wait until we have received our supply.
* MN stated we had a great turnout last year for our flu clinic. We used the new feature on ACCUBOOK which meant all patients who were eligible to receive the flu injection on the nhs were sent out text msg invites and a link was provided where the patient could book directly just into the flu clinic at their chosen time and date. This meant that the receptionists would not be calling the patients individually and booking them in. This was quite time consuming and has freed up their time to do other admin tasks and helps keep the phone lines free for patients to call in, therefore we will be using the same technique this year too. The patients will receive a txt msg 1 week before we receive the delivery so they can start booking in.
* Dr Rashid has taken the lead to visit the Housebound patients who wish to receive the flu jabs and we will be opportunistic and offer the covid jab at the same time to those who are eligible.
* AC asked why the Practice had stopped walk ins at 8am. MN replied that we would have the same people at the reception desk almost every week asking for appointments eventhough it was not an emergency and this would mean less appointments to give over the phone. We would have families turn up at 8 and sit and wait and say they will not leave until all had been reviewed/assessed by the GP. The Practice is not a walk in centre and all patients who need an appointment will be triaged and booked accordingly and fairly. Since we have stopped the walk in we have noticed that there are more appointments to offer and those wanting appointments more frequently for minor ailments have reduced. This has not impacted the care the patients receive it just means patients will be signposted accordingly.
* MN asked patients opinion about requesting appointments via email. The patient can send an email to the practice with their details and a small description of the nature of the appointment. The Practice would have a cut off time and any email received before that time will receive a guaranteed response the same day, any emails received after the cut off time will receive a reply within 24 hours. All members agreed this would be a great addition as it may keep phone line less busy knowing there is alternate route for appointments. MN also highlighted patients can still use online access to book appointments. MN will provide feedback to Practice Manager and this will be discussed in LTI meeting if everyone is in agreement before next PPG meeting this will be in place.

Meeting adjourned 15:37

Next PPG meeting TBD (Nov)