**Patient Participation Meeting Minutes 21st March 2023**

**Attendees:** Danny Newey, Anne Harrison, Angela Luik, Doris Lee, Dorothy Barrel, Janet Jules, Louise Platt, Amy Jose’, Mary Evans, Bal Bassi & Val Davies

**Apologies:** Sylvia, Jackie, Julie & Daya

**New members:** Mary Evans, Bal Bass & Val Davies

**PPG Information handed out to be read:**

* PPG Confidentiality Agreement to be signed and returned
* Patient Representative Group Patient Survey 2022 form to be looked at and commented on for 2023 version.
* Terms of Reference form
* Ground Rules
* Constitution

Minutes from the 25th January 2023 accepted by all in attendance

**Practice Update- Amy**

A new salaried GP has been taken on. Dr Yaqoob who was previously a trainee at the surgery will be starting the beginning of May.

One of the newly recruited receptionist has unfortunately left due to personal reasons. We have interviewed again and recruited 2 new reception staff. Both starting end of April. Staff appear happy. We were pleased that Dr Ruffles is still here with us doing 2 days a week.

**ICB Update**

Roger commented on the new Integrated Care Board which has replaced the Black Country & West Birmingham CCG. They took over responsibility for GP Practices on 1st July 2022. They have taken over responsibility for dental, optometry and pharmacy and various specialised services on 1st April 2023.

Our Future Health are the UK’s largest ever health research programme, designed to help us live healthier lives for longer. Sign up by going to ‘ourfuturehealth.org.uk’.

**Update from PPLG** **- Janet**

Janet attended a recent PPLG meeting. They spoke about surgeries and there performances. It has been suggested that, poorer patient groups may benefit from being mentored by more successful groups. Janet asked if anyone would volunteer to go along to other groups.

Also discussed at the meeting was the number of DNA’s practices are seeing. Agreed to discuss at a group for Amy to then feedback with the doctors.

**DNA (Did Not Attend)**

We discussed the issue of patients not attending for their appointments. Amy is going to discuss with the doctors to come up with a policy. Amy wanted ideas from group members on the number of DNA’s they felt was acceptable before writing to the patient with a warning letter. Everyone agreed, 3 missed appointments would warrant a letter. Adam has started to display the monthly number of clinical appointments lost on the TV screen in waiting area and on the surgery website and facebook sites. February had 178 DNA’s.

**Promoting the PPG**

New members commented that they hadn’t been aware of us until Janet made contact with them. Proposals to put better ‘banners’ up to promote us with PPG box for suggestions and comments. Discussed the positive results from our comments box. A few negatives were lateness of doctors seeing patients, especially in the early morning when patients were pushed for time.

**Covid Spring Booster**

The next covid vaccine programme is starting in April. This vaccine is eligible for patients aged 75 and over and immunocompromised. Clinics are planned for:

Wednesday 26th April

Wednesday 3rd May

Wednesday 17th May

The surgery will welcome help from the PPG on these days to help with the que of patients and guiding them into the correct clinical room. Louise to sort with members who can help on which dates.

Friends and Family results very positive. These are the results from patient’s scoring the surgery between 1-5 how likely they are to recommend us to their friends and family. Everyone who has an appointment at the surgery is text with a link to complete. The results are collated at the end of each month and displayed on the surgery social media sites.

We spoke about doctors referring patients for courses. Balance class was recommended by our group. They are held at Aldridge Community centre. Talk about a new Centre in Over 55 club Wellness Centre but no one was 100% sure on the details. To be discussed at the next meeting.

**Date of next meeting; Wednesday 31st May @ 5pm**