

Minutes of virtual PPG patient meeting held on Monday, 21st December 2020

Attendees

Steve Macaulay (Chair)
Jack Alvarez
Sharon Carter
Brenda Hall
Andy Glodowski
Krystyna Glodowska
Stephen Hill
Ian White

Apologies for absence

There were no apologies.

1. Review of the minutes of previous meeting

At the PPG's prompting, the NHS111 First initiative discussed at the last PPG meeting has been added to the Sheepcot website. It was felt there still was not enough publicity on this important change affecting attendance at A&E.

2. Updates

There were no new updates.

3.PPG role in vaccinations programme for Covid-19 and flu

The PPG perceptions on the patient experience at the vaccination clinics had been passed to the surgery. Future plans would be discussed at the next PPG practice meeting.

4.Sheepcot website improvements

Ian had discussed the Sheepcot website with the contracted web designers and providers, who said there was an improved web page template design which was more modern and accessible for patients and easier for GP surgeries to upload content. It would be available for Sheepcot from the end of the current contract from March 2021. Jack felt it was important to increase traffic to the website, particularly since Patient Access meant patients needed never to look at the Sheepcot website. There was also discussion on the importance of a regular newsletter. These matters would be raised at the next PPG practice meeting.

5. PPG incentive scheme

Brenda suggested the PPG put forward our priorities of the most important areas for improvement against the Gold criteria. This would help to drive the agenda based on patient priorities. It was agreed that improved patient communication was the top priority, with a focus on an improved website and the introduction of regular newsletters.

It was felt a written improvement plan be agreed between the PPG and the practice.

6. Any other business

6.1 The new West Herts hospital design was discussed. As a Stakeholder Reference Group member, Brenda said she would circulate proposals and asked us to comment via herself as working party member.

6.2 Ian had been in touch with a local Facebook group and there are 3 or 4 local people who may be willing to join the PPG, subject to attending an informal virtual PPG patient meeting at the beginning of January next year. The PPG thought this was a good idea.

Finally, Steve thanked everyone for their commitment and willingness to go the extra mile, as typified by the PPG's short notice involvement in marshalling at the recent Covid vaccination sessions.

8. Date of future meeting

The date of a future PPG patient meeting would follow the PPG practice meeting in the New year, dates to be agreed.