

## Sheepcot Medical Centre

### Minutes of Virtual PPG Practice Meeting held on Monday 13<sup>th</sup> March 2023 12.00pm - 1.00pm

#### Present:

Steve Macaulay (Chair), Jack Alvarez, Andy Glodowski, , Jyoti Gupta, Brenda Hall, Isabelle Holloway, Teresa Batchelor, Nikki Chamberlain, Dr Alan Jackson.

#### 1. Apologies for absence

Sharon Carter, Krystyna Glodowska, Brenda Hall and Stephen Hill sent apologies.

#### 2. Review of the minutes of previous meeting and practice updates

##### 2.1 Did Not Attend research project

Dr Jackson and Teresa had commissioned a research project to communicate with a sample of patients to see why they did not attend their appointments. Unfortunately, the response rate was too low to be useful. Ways to get out a message were discussed of the importance of keeping appointments or letting the surgery know in order to give others a chance to attend. This included use of the website, social media or via telephone message and text.

##### 2.2 Paediatric first aid session

Nikki had suggested the practice hold a talk on the subject of paediatric first aid. The response was overwhelmingly positive: it would also allow communication about the worth and value of the PPG via a PPG member who would attend. This could lead to spreading some more information about the PPG and possibly some volunteers to join our PPG. Currently the survey suggested there was a poor understanding of the PPG and a willingness to contribute to assist the practice.

##### 2.3 Staffing

Dr Radhika Patel had returned from maternity leave in mid-February.

A new Clinical Pharmacist, Jalpa Parekh, has started.

An experienced Optimisation Manager, Priya Shah will join the practice on 27<sup>th</sup> March.

##### 2.4 Staff training

The next half-day staff training session for staff will take place in April.

#### 3. COVID Spring Booster vaccination sessions

COVID vaccination boosters will be held in the spring for identified groups:

Care home residents, week commencing 3 April.

Over 5s 17 April

Over 75s Saturday 22 April all day

The assistance of PPG members as marshals is requested on 22 April. Isabelle Holloway kindly agreed to organise the volunteer rota. Volunteers are asked to contact her if they are available on that day.

#### **4. Patient appointments-update**

The trial of pre-bookable slots will continue, with 1 week and 48 hours ahead, plus slots kept for on-the -day emergencies.

#### **5. Sheepcot website and social media progress and update**

It was felt important to increase the output to social media sites in particular. It was suggested a link to PPG minutes might be useful with an introductory message. The practice would benefit from greater exposure to more patient reviews which would give a more complete view of patient satisfaction.

#### **6. Review of PPG effectiveness, views on:**

- **What do we do well?**
- **What can we improve?**

Steve said the PPG were strong on keenness to volunteer and stickability. Overall it met regularly which gave the opportunity to keep up to date and discuss issues. There was a review of how to improve the effectiveness of the PPG. Improving the diversity and quantity of membership of the PPG, plus communication with other PPGs was important and necessary. Rotating the position of Chair was a possibility and investigating whether different days and times, and some face-to-face meetings might work, set against the advantages of the current practices.

It was agreed to call a meeting of PPG members, either virtual or face-to-face, to review how the PPG could become more visible, particularly on social media and websites.

Steve asked this be discussed further at future meetings.

#### **7. Any other business**

None.

#### **8. Future meeting**

Possible dates will be suggested by the practice and communicated to PPG members to agree the most suitable one.