Grovelands Medical Centre Patient Participation Group

Minutes for 16/07/2024		
Present	Present: OM, PB, AM, KG, AN, KN, FD, TC, TN, JB, JV, AD Apologies: HR, AR	
1.	**Welcome and apologies.** Welcome to Alex Nevin , Data and IT & Operations Manager Alex joined Grovelands in April as Data & IT and Operations Manager, having worked in primary care for the last 7 years, starting out as an administrator and working up to her current role. Alex is new to the Berkshire area having previously worked in Northamptonshire, her last job being in a village surgery as an Operations Manager, where Alex oversaw the day-to-day running of the practice, IT issues, staff management, rotas and complaints to name a few aspects of the role. Alex has experience with both EMIS and SystmOne and now she is in post, will continue to try and bring useful aspects from her time in Northamptonshire to benefit Grovelands, in streamlining procedures and implementing new tools to improve patient access. **Rapid Health Update** Rapid Health is a new AI triage tool to help the surgery in providing more efficient, appropriate care to patients. Patients will now be able to request an appointment online, via our website, without needing a username and password. Patients will be presented with a form to submit their symptoms, which will be interpreted depending on the information inputted and then offered an appointment with the most appropriate clinician and timeframe. We go live on the 6th August and patients have been contacted to update their email information in preparation. To aid the smooth changeover, we will not be taking any routine patient appointment booking from the 23rd July to the 6th August, which has been communicated and is being shared via our social media, call screen and website to patients. All PPG members provided with the information sheet for Rapid Health and FAQs, as well as shown our promotional materials being shared. This can be viewed by all on our website. Under 16's will contact us in the usual way, as will those who may need some assistance. If unable to complete on website, patients can call as usual but will be educated how to use the website. If no access to a website, then reception will help with completing the form.	OM
2.	**PPG Overview** Warm welcome to AD who is joining our PPG Group. Thank you, Alison, and also to FD, for recommending this group to her.	OM

3.	**Review of Minutes** No actions outstanding	OM
4.	**Update from Practice** **Staff leavers** • Michelle – receptionist • Angie - Administrator **Joiners** • Dr Pinto – salaried GP (Weds & Thurs) • Dr De Silva – salaried GP (Mondays) • Adrianna – Pharmacist • Alex – Business & Operations Manager • Catherine – receptionist • Imogen – summer cover **Appointment availability & DNAs (Did Not Attend)** Appointments already discussed within Rapid Health. Did Not Attend (DNAs) 626 missed appointments for last quarter which is too high. We will monitor these missed appointments during the onboarding of Rapid Health to see if improvement. Monthly 'Did Not Attend' figures are advertised on the waiting room screen. (Q1 were 569, Q2 626) We suggest patients: • Cancel by calling or texting back on the appointment reminder CANCEL option. • Ensure patient details are correct, up to date, to enable surgery to send a text reminder. • Put date in your diary or put an alert on your phone so you don't forget. As previously mentioned, we do call the patient after each DNA as a welfare call and an education call , educating that they do to need to cancel appropriately in the future, if appointment no longer required. **Complaints received** Complaints received since the last meeting were discussed and all of these were discussed in an anonymised manner and the PPG were satisfied with the actions put in place by the practice to avoid any future similar incidents occurring. One member of the PPG also raised a concern however on discussion, this was actioned by the District Nurse team who have protocols to follow.	
		OM

5.	Communications and Surveys (e.g., newsletters, updates to website, friends & family) • April friends & Family= 90.5% • May friends & family = 94.1% • June friends & family = 93.5% PPG Members were asked if they liked the new format as PowerPoint and a visual now included. We will remind them to take a closer look when sending the next results out. Might review some of the themes in the next meeting with the group too. Summer Newsletter, received by all members, further patient education included in this edition, this time around the Paramedics role. Copy on noticeboard in waiting room and on website.	PB
6.	**PPG member items** Rolling item- engaging younger patients with PPG	All
7.	**AOB:** Flu planning is under way OM asked if Grovelands are attending the training for repeat prescription and confirmed we have 2 attending from Pharmacy team and 1 from Reception.	
	DONM – tbc (approx. October)	All