**PPG Meeting minutes – Monday 9th May held 5pm via Teams**

Chair: Mick O’neill-Duff

Minute Taker: Jade Harris – APM

Attendees: Julie Welch – PM, Dr Indra Da Costa, Dr Kate Jones, Bob Nevett, John Button, Kim Hicks, Jenny James, Claire Pitchers, Tim Kent.

Apologies: Sue Cornish & Graham Banfield

* **Re-opening of doors to Health Centre (JW)**

We have now opened the front doors fully to the health centre. To manage this safely, we are still asking patients to wear face masks, use hand sanitiser and follow a one-way system through the waiting area. So far it has been working well. If a patient presents to the reception desk and wishes to make an appointment, they will still be asked further questions about their medical condition so that they can be navigated to the correct clinician for the presenting issue. We have installed privacy screens as these questions are asked at the desk. If our navigation system suggests that the patient requires an appointment it will be made but the patient will need to go home and wait for the telephone call/come back at the appointment time.

* **Jubilee Party (JW)**

We will be holding a jubilee party for some of our patients who suffer with Dementia. We have invited 20 patients along with their carers. We will have a singer coming for entertainment and be providing food. It will be held on the 25th May 2022.

Prior to covid we use to run a monthly memory café for all our dementia patients which was enjoyed very much and made positive changes. We will also be restarting this in June.

* **Demand/Staffing (JW)**

The demand for our service is still very high and we still face daily abuse from a minority of patients which can be very demoralising. We are still trying to recruit. We have another musculoskeletal specialist joining us in August 22.

As of next month we will have 5 GP’s on maternity leave, and we have managed to secure some locum cover for this. Our clinicians had 8,000 contacts with patients last month.

* **NHS APP (KH)**

Kim had noticed that you can access a service called econsult via the NHS app. You can request routine appointments and fill our admin queries via this service. This is not a service we are actively advertising as it will only increase demand and still only have the same number of appointments to offer regardless of the access route.

* **Access to the reception desk: (KH)**

Kim noticed that our phone message still states that our doors are ‘closed’. We only opened fully last week and we were seeing how it went before we changed anything. The message should be changed by the end of the week.

* **Plans to absorb new residents: (KH)**

Kim asked what the plans are to absorb the new residents of the new housing estates which are being built. Kim referred to a 5 year plan that was mentioned to CQC on our last review. This plan is not current as we had our CQC review quite some time ago. The partners of Armada practice have voiced the concern of the increasing housing and lack of GP’s/clinicians available to recruit to many people over the years, including the mayor, however their concerns have been ignored.

Julie advised that there is currently an estates review happening as some of the NHS buildings are not fit for purpose.

* **PPG members: (KH)**

Kim asked if a whatsapp group could be set up for the PPG members to communicate. Mick has emailed and asked the group however he didn’t get much response. Mick said he will try again. Jade will email the PPG email list to see who are active members as we do not have that many who attend.

* **Complaints and suggestions forms (KH)**

Kim asked if we could add our complaints form to our website. TO complains patients can, pick up a complaints form available at our reception desk, write us a letter or call to discuss complaint with our practice coordinator or a manager.

* **Booking appointments (KH)**

Kim pointed out that our practice website currently states that you can book, cancel and track appointments with ease. Online bookable appointments is not something we are offering and this was advertised pre pandemic. Jade will amend the website.

* **Patients views (KH)**

We have restarted our family and friends text service to gather views from our patients about their experiences and whether they recommend us.

* **Minutes (KH)**

Kim didn’t feel that February minutes reflected what was discussed when it came to an issue John Button raised regarding a referral. Kim felt that when changes happen, they are not always communicated. As a practice we try to communicate any changes as best we can, but we cannot communicate all the changes which happen within the NHS.

There was no volunteer for this months minutes therefore Jade – APM completed. For the next meeting please can someone volunteer to be the minute taker and let Mick know before the meeting.

* **AOB (Any Other Business)**

-Lloyds- Still no news as to what is happening. We have raised our concerns with the local pharmaceutical committee. Dr Jones said she thinks Lloyds are suffering recruitment issues like the rest of primary care.

-We were asked for the number of registered patients per GP. Our practice has a huge mix of clinical skills so this is not the best way to view this information, but it is roughly in the 1000 range per GP.

-Tim Kent asked if our clinicians and all their diverse skills could be advertised so that patients know who best to speak to about a problem/condition. All our clinical staff are advertised on our practice website

-Kim felt the practice can come across as defensive when issues are raised. Julie apologised for this, but we sometimes feel that the meeting can sometimes be very negative and when you are trying to do your best it can be demoralising to always hear. Hopefully next meeting we can all be on a more positive note.

Date for Next Meeting Monday 8th August @ 5pm – this will be our first face to face meeting since the pandemic at the Health Centre.