

PPG June 2024 meeting

Date

Fri 28 Jun 13:00 - 14:30

Location

large meeting room

Other Attendees

TF, JA,PB, MH, CC,SD,RH,HW

Details/Agenda

Agenda

Introductions and apologies

Welcome by Chair

- recap of last meeting

- practice update

- staffing

- telephones

- building

- PPG suggestion box

AOB

CLOSE

Minutes

Apologies RW, GD, GW.

TF started by going round the group for everyone to introduce themselves as we had a new member present.

The PPG are asking to chase any updates on the boundary as they are keen to see this through to the end.

New members and excising members were asked if they wanted adding to a WhatsApp group CC agreed.

we talked a lot about phones please see attached documents it was agreed to put out to the patients a document added to the newsletter with common questions and answer regarding the phone lines RH AND TF are doing this bit of work. JA also suggested at the end of the newsletter we add a little positive note such as "and finally we have some great news...." .

The building update is no different from last time so RH and agreed by the rest of the PPG have suggested that the partners possibly send a legal action letter to try and get this work done.

the PPG took a vote on a motion recommending the partners send a legal note to RMBC.

DNA's were discussed as this is increasing slightly and again the PPG agreed we should follow protocol with 3 strike and out HW said would feed this back.

overall the feed back for the phones is positive with just a few questions still need answering please see attachment below.

the PPG are asking if we can give a 3hr time slot for phone appts not just AM/PM ?

Also if the reception staff could slow down when talking.

Also asked if DR. Davies message can be cut down ?

AOB - possible arrange AGM for sept and next meeting when new PM starts, pharmacy have also said they will come to the AGM to talk about pharmacy first scheme, JA also mentioned we are due to do another survey which will be discussed at the next meeting.

Actions

- Change one chair in each of the clinical rooms to chair with no arms on so larger pts can sit down. CC will look at doing this over the next few days
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- Add to the end of each newsletter - "And finally some great/ exciting news etc" starting this from Julys newsletter
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- Pass on positive message to reception on what a god job they are doing this was added to the reception chat in teams for them all to see/read
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- Find info out about phone lines – can give alternative number for call back service, find out about options for people with disabilities. You can give an alternative number for the call back service,
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- PPG recommend legal action letter sending to council over building issues passed to practice manager to follow up

with partners

- P/M to call or write letter to pt M.P DOB 4.3.62 re no room on the PPG at the minute. Passed to practice manager to follow up
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- Chase boundary update Passed to practice manager to follow up
-

- Can GP give a 3hr time slot for phone call appointments not just AM /PM passed to PM to speak to partners in partners meeting
-

- Can we be stricter with DNA's? 3 strikes and out? passed to PM to speak to partners in partners meeting
-

- Reception to talk slower to patients as they are feeling rushed passed to reception manager Lisa to feed back to staff, add to chat and training going forward
-

- Does the P/M want adding to the WhatsApp group? will ask new PM when she starts
-

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the PPG took a vote on a motion recommending the partners send a legal note to RMBC.

Related actions

Title	Notes	Current Activity	Due date	Assigned to	Date completed
actions needed	<p>• Change one chair in each of the clinical rooms to chair with no arms on so larger pts can sit down. CC will look at doing this over the next few days</p> <p>• Add to the end of each newsletter - “And finally some great/ exciting news etc” starting this from Julys newsletter</p> <p>• Pass on positive message to reception on what a god job they are doing this was added to the reception chat in teams for them all to see/read</p> <p>• Find info out about phone lines – can give alternative number for call back service, find out about options for people with disabilities. You can give an alternative number for the call back service,</p> <p>• PPG recommend legal action letter sending to council over building issues passed to practice manager to follow up with partners</p> <p>• P/M to call or write letter to pt M.P DOB 4.3.62 re no room on the PPG at the minute. Passed to practice manager to follow up</p> <p>• Chase boundary update Passed to practice manager to follow up</p> <p>• Can GP give a 3hr time slot for phone call appointments not just AM /PM passed to PM to speak to partners in partners meeting</p> <p>• Can we be stricter with DNA’s? 3 strikes and out? passed to PM to speak to partners in partners meeting</p> <p>• Reception to talk slower to patients as they are feeling rushed passed to reception manager Lisa to feed back to staff, add to chat and training going forward</p> <p>• Does the P/M want adding to the WhatsApp group? will ask new PM when she starts</p>		15/07/2024	Hayley Wilbourne	17/07/2024

Associated documents:

- [appt stats june 2024\(1\).odt](#)

- [Phone Stats June 2024\(1\).docx](#)

- [ppg meeting items from SW\(1\).odt](#)
