

Three Villages PPG Committee Meeting minutes of 20th March 2024

Present: Maria Lodge-Smith (MLS) Chair; Liz Davenport (LD); Sue Helm (SH); Hilary Taylor (HT); Sandra Hall (S Hall) Receptionist; Steve Whittaker (SW); Alan Watkins; Roger Noon's, Alice Dainty Deputy Practice Manager, Dr D Harrison (Dr H);

Apologies:

Debbie, Colin birch, Karen, carol, Linda, Tyler, Ingor

- 1. Welcome to new members – Janet Smith, moved into area last year**
- 2. Minutes of Last Meeting – 17th January 2024**
Agreed as true record
- 3. Matters Arising**
Nil.
- 4. Items raised by PPG members**
 - a) Timings of meeting-** Discussed with PPG members whether it was possible to move meetings to an earlier time. They were concerned about staffing in the surgery if they moved the meetings to in hours. Reassured that we would provide cover where needed and an earlier time would suit us more. The next meeting will be at 5:15.
 - b) Website Updates –** Website had recently changed, worried how it was affecting patients particularly those who were not as confident on the computer. They found it more difficult to navigate and felt it hadn't been communicated as well as it could have been to patients. Dr H, explained that the changes were from NHS England and unfortunately the surgery have to follow their guidance. Explained we are continually looking at ways to make it easier for patients and that AD and TS were meeting with local IT to discuss changes we could make.
 - c) Secretary recruitment-** MLS will continue to try and appoint a new secretary for meetings. AD and TS to minute while we await secretary appointment but aware will not be permanent.
- 5. Practice Update**
 - a) Staffing – Recruitment**
Deputy Practice Manager AD started February
Maisie- started last week
Molly- due to start next week
 - b) Statistics –** in the last 14 days we have had 1880 requests sent in online and 1635 calls.

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Of these requests online 779 were “get help for any health problems 451 “ask the practice a question. Overall requests in Feb is 1324 and in March is 2522

- Explained we are continually discussing how we can improve patients access. Discussed that we were potentially going to trial all on the day only with the exceptions of Minor surgery, joint injections, contraception clinics and follows ups booked by the GPs, to see if access improved. Patients were concerned that they would not be able to get a follow up appointment, Dr H explained as above that there would still be follow up slots that the GPs directly book into where appropriate
- Reiterated whatever the surgery decide regarding appointments and access that it would be communicated with patients

c) Virtual PPG- One of the other local practice offer a virtual PPG, this is where members can join via teams to attend meetings. Explained that we would still do in house meetings but offering the opportunity to join virtually would potentially encourage more people to join and promote a more diverse group. Surgery would sort the IT aspect out, and would provide a monitor for these. PPG were happy to try.

d) PCN PPG – First PCN PPG meeting was last week. Advised out of the 7 practices Three Villages were the only one without any members there. Members are keen to attend next one if available. PCN meeting Tuesday provided positive feedback from their PPG meeting, patients who attended felt it was positive opportunity to express their views and for them to hear feedback from other surgeries.

The next PCN PPG meeting is scheduled for October

8. Any Other Business

a) Rose Bush – has been cut down. Thank you

b) Posting of blood labels- AW asked if we could start posting blood labels to patients. SH explained would be a costly process for patients and we do not feel it is something we can offer unless imitating circumstances. S Hall advised, if patients attend Corbett’s for their blood test then we suggest stopping at the surgery on the way.

Date of Next Meeting – Wednesday 26th June 5:15pm