

MINUTES OF PPG MEETING

HELD ON THURSDAY 17 AUGUST 2023 AT 7.00 PM

Present: Rena Amin, Elisabetta Vescio, Chris Kirwan, Eric Green, Michael Mansfield, Tanya White, Leonie Osborne, Lyndsey Booth, Helen Woodward

Apologies: John Kingdom, Kirstie Smith, Marilyn Hodsdon

Item No	Topic	Actioned By
1	Welcome - PPG members and Practice representatives introductions	
2	<p>NHS Changes to contractual requirements (2023-2024) explained.</p> <ul style="list-style-type: none">• Assessment of need at first contact with practice (signposting)• Access to medical records• Cloud based telephony <p>The practice is currently looking at ways to implement the above mentioned changes/requirements.</p> <p>With regards to the first requirement the practice is in the process of implementing Ask First by Sensely, an online consultation tool which will allow patients to be triaged and eventually book an appointment at the practice or at other local services.</p> <p>Access to medical records: the Practice has activated this in December 2022. All patients with online access should have now access to detailed records.</p> <p>Telephone System: The practice is in the process of implementing a cloud based telephone system which will have features such as:</p> <ul style="list-style-type: none">Call queuingCall backsCall direction – eg Practice Manager/Secretary/Reception	
3.	<p>Introduction to the PCN and how the Practice works in collaboration with neighborhood practices.</p> <p>Introduction to additional NHSE ARRS staff:</p> <ul style="list-style-type: none">FCP PhysioSocial PrescriberClinical PharmacistPharmacy TechnicianParamedicCare Co-CoordinatorPhysician Associate	

4.	<p>Practice clinical internal audit: We identified that the management of our diabetes care was not optimum as compared to other long term condition management. We developed a plan of action to improve the clinical outcome and patients' care by establishing a bespoke diabetes clinic supported by the practice's clinical pharmacists, Nurses and GPs.</p> <p>Complex patients are co-managed by a specialist clinic run by the PCN clinical pharmacists and a consultant diabetologist on Wednesdays at Lennard Road.</p> <p>Both practice and PCN diabetes clinics will address the ten care processes associated with Diabetes Care.</p>	
5.	<p>Digital Inclusion Project – The Practice is looking into patients who have no online access and will assist them with this – The Practice is planning to run a campaign during the Flu clinic on 7th October where there will be a high number of patients in the Practice, feedback will be collected.</p> <p>Following feedback collection, the practice will start process of supporting patients (more details to come)</p>	
6.	<p>Anticipated Flu Campaign</p> <p>Flu clinic booked for Saturday 7 October, posters are up in the surgery and on the website. Soon text messages will be sent to patient through which patients can book themselves directly on the system.</p>	
7.	<p>PPG members suggested to collaborate with local Library and Council for a venue to meet for practice events/information etc. – The practice will look into this with the support of the PPG members who have established contacts with these potential venues.</p> <p>PPG members enquired about NHS health checks/preventative care. The Practice will look into this.</p> <p>PPG members mentioned having a digital screen in the waiting room area to be used to do campaigns. The Practice will look into this.</p>	
8.	<p>Meeting Closed – 9.00 PM</p>	