

RUSHBOTTOM LANE SURGERY

PATIENT PARTICIPATION GROUP MEETING

Minutes of Meeting

Held on 1st December 2022 (On-line meeting) Final

Present: Liz Adams Practice Manager, Vicki Riley Deputy Practice Manager, Jo Meadlarklan, Dr Masud, Dr Chana, Cheryl Kirby (Chair), Brian Porter, Jill Reeves, John Hall, Marie Howard, Rachel Kilsby

Apologies: June Sales, Tina Lane, Terry Clarke

	Subject	Action by
1	<p>Welcome, introductions and apologies.</p> <p>The meeting was held virtually via Microsoft Teams. Apologies were received from June Sales, Tina Lane and Terry Clarke</p>	
2	<p>Matters arising from minutes PPG meeting 22-09-22</p> <p>Minutes of the previous meeting were accepted and published to the PPG members.</p> <p>Item 2 and 4. Patient newsletter – the PPG previously requested that the Surgery prepare a quarterly patient newsletter for the surgery website to keep patients informed of changes in the Surgery but LA stated that there was no capacity at present for this to be prepared by Surgery staff. DrM suggested that PPG could prepare this but CK stated that this could only be done with Surgery involvement as PPG would not be aware of what to write. CK therefore surmised that the minutes of PPG meetings would have to suffice for communication with patients.</p> <p>Item 3.5 CK had requested that access to the PPG section of the Surgery website be made more transparent as it was not obvious that the picture of a table with Patient Participation Group was indeed a link rather than part of the NHS Friends and Family section. Surgery responded that the link was obvious when hovered over but would review.</p> <p>Item 3.6 Repeat prescriptions – rather than ceasing emailed prescription requests as previously advised, the Surgery has now set up prescription request email addresses for each Practice and a message to that effect will be received by patients who use the old prescription request email address.</p> <p>Item 3.7 It was agreed that there was no need for a single line of communication between the Practice Management Team and PPG.</p> <p>Item 3.8 The proposed online booking Patches has been rejected because of difficulties experienced and all surgeries in Benfleet Primary Care Network (PCN) will be using E-Consult. Implementation expected</p>	

	<p>by mid January 2023</p> <p>Item 4 matters arising from A review of the PPG were held back for discussion later in the meeting.</p>	
3	<p>Election of PPG Chair and Review of the PPG</p> <p>The position of PPG Chair is nominated annually. In the past this nomination has come from within the PPG but it was agreed that invites for nominations for Chair for 2023 should be made to a wide a selection of patients as possible using a variety of communication channels.</p> <p>There followed much discussion on how this could be communicated to patients and it was agreed to email the Virtual Members and post on the Surgery Facebook Page which CK could then share to the Benfleet and Thundersley Community Facebook Groups with the expectation of reaching a large cohort of patients. Posting on the Nextdoor Social Media forum was dismissed as neither the Surgery or the PPG can post to this site. A poster can be put on the Surgery PPG notice board. The invite can also be placed on the Surgery Website. The Surgery dismissed sending a text to all patients due to cost.</p> <p>Nominations will be emailed to the PPG email address rushbottomlane.ppg@nhs.net with an end of December deadline and CK will collate the nominations. The selection process has yet to be agreed but will involve both Surgery and members of the PPG with the objective of having the Chair in place by end of February 2023.</p> <p>It was agreed that CK would write a brief description of what the role currently involves.</p> <p>Once the position of PPG Chair for 2023 is filled the PPG can work with the Surgery to establish the future role of the PPG, including a review of the constitution document, and how to expand the PPG membership.</p>	<p>CK</p> <p>CK</p> <p>CK</p>
4	<p>Open subject feedback from Practice Managers</p> <p>4.1 Work is still ongoing to replace the Communications Supplier with the expectation that this will be in place by the end of January 2023 until then nothing can be done to counteract the difficulties patients are experiencing when making calls to the Surgery as these are caused by system issues.</p> <p>RK described her difficulty in attempting to contact the Surgery to cancel an appointment and worried about the impact that this has in wasting valuable appointments that could have been offered to another patient.</p>	
5	<p>Date of next meeting</p> <p>No date was fixed for the next PPG meeting but will be after the selection of the PPG Chair 2023.</p>	