

Meeting: PPG
Date: Thursday 8th June 2023
Location: Hockley
Time: 18:30 – 20:00

Attendees:

Kerri-ann Baker Practice Manager
Liz Barnes Assistant Manager
Imogen Meddle PA to Management Team
Ian Foster PPG Chairman
Gill Jones PPG Member
Graham Venour PPG Member
Allan Adkin PPG Member
Pawan Sharma PPG Member
Stephen Sedge PPG Member
Claire Whitebread PPG Member
Sajad Rahman PPG Member

1. Ian welcomes members and gives apologies for those that were unable to attend – Jason Bowles, Yvonne Claydon, Yvonne Murray, Mohammed Amin & Trevor Cameron.
2. A member asks if we can have an actions list with names against the action point. This will be sent as a separate attachment to all PPG members.
3. **Updates of the previous minutes:**
 - **Item 4:** Still in progress – it can take a long time to contact all patients to get their consent for SMS/email.
 - **Item 5:** Imogen has updated the LGBT board. This now includes ‘Veteran Friendly’ GP information and information on stopping smoking.
 - **Item 12:** The new appointment system is working well. Patients are finding it easier to make an appointment. We were also getting a new phone system but now NHS England are choosing the phone systems for all GPs.
 - **Item 16:** Limited opportunity for PPG members volunteering – it may create more work as volunteers would need to be trained on SystmOne.
 - **Item 18:** The surgery has decided against the photo wall of staff members. Staff do not feel comfortable having their photos on the wall and were concerned that

visitors to the surgery may take photos of the photo wall. A member asks if we could have names on the FY2's doors. As the FY2s change quarterly, Imogen will create something that is temporary for them.

4. Kerri says that we are holding the flu clinics on Saturday 16th & Saturday 23rd September 2023 and PPG members were interested in volunteering to help with queues outside. Imogen will send out information nearer the time of the clinic and get definite names of who would like to help. Kerri then explained about the new link system that we will be sending out to patients, so for those that have internet access can click the link in the text and book their appointment for any large clinics (i.e. flu & covid.) This will lower the high volume of phone calls that reception usually receive when we send out the invites asking patients to telephone the surgeries.

5. **Updates:**

- Gill forwarded Imogen an email from the Mid and South Essex Integrated Care System that explained about the positive effect the 'Pride in Practice' award has been for LGBT patients across Essex – we had a special mention for gaining the gold award.
- We also discussed ways in which we could help patients that needed support out of the surgery – if PPG members think of any potential ideas, please email them to Imogen. Sajad had the idea of using QR codes and apps for patients with smartphones – he is going to discuss this further with Imogen.
- A PPG member said leaflets in pharmacies would be a good idea and Liz explained that we have a new member of staff that will be working on reception and also creating the monthly newsletter – signposting and information included in the QR code could be incorporated in the newsletter for those who do not use a smartphone.
- Extension plans (in progress) – Kerri & Ian had a meeting regarding the pre-application form and an architect has been into the surgery to take measurements in order to draw up a plan.
- Surgeries used to have the ability to book patients in advance up to 6 weeks. NHS England then changed this to 4 weeks and are now taking it down to 2 weeks. This could cause problems – Ian said he could email the local MP regarding this but will wait for an update at the next meeting before doing so.

6. Next PPG date: Tuesday 26th September 2023 (invite will be sent at the beginning of September.)