

## **PPG Minutes – 23/05/2023**

### **Item 1 – Online Triage**

Discussed the updated layout – PPG happy it is clearer however link needs to be a link, so adjustments needed. Discussed changing to bold writing to help it stand out. Also move up in priority to encourage use. VT will action agreed items.

Discussed about opening routine appointments for online booking as was the case prior to COVID – VT and PP will discuss with CK and feedback/update.

Discussion points surrounding communications and the benefits of a patient newsletter, possibly quarterly. Member kindly agreed to create newsletter for Practice with the Practice provided content and distribution (via text and paper copies available in reception). VT will discuss with Practice team and allocate responsibility for content. Possible ideas discussed for content: Be Well/Advertisement of local health services, Personal content from practice staff, practice updates, patient feedback/lived experiences, social prescribing, sustainability, rates of nonattendance/campaigns.

PPG member pleased that on using online consult received text updates following submission as discussed in last meeting. PPG expressed that from a patient point of view the system works. Practice aware we need to manage overwhelm.

### **Item 2 – Sharing of meeting minutes**

PPG minutes shared with Partner's during weekly meetings. Shared with all other staff monthly (or sooner if needed immediate action). Minutes uploaded on the staff intranet accessed daily. Agreed to publish minutes on the website and make available in reception.

### **Item 3 – Sustainability in practice**

Request from Dr Knight to consider sending a text to patients asking them not to order repeat medication if not needed due to the environmental impact of wasted medications. Acknowledged that some waste was to be expected with changes of medication. Member discussed the environmental impact of numerous trips to the pharmacy when medications out of line – this can be resolved with a discussion with our prescription clerk or review within house clinical pharmacist. Will also update newsletter and TV power points with sustainable changes made in practice.

### **Item 4 – TV in waiting room**

Discussed plan to create own – admittedly has dropped on to do list due to other practice priorities but VT will discuss with admin IT support to organise and create once he returns from leave. Aim to have up and running as soon as. Will display health information and practice updates.

### **Item 5 – PPG Structure**

VT discussed may be beneficial to have a PPG that is more patient led than practice led which is currently is. Results needed to encourage buy in – Practice aims to continue to delivery on this. Discussed the feedback from the links added to agenda and agreed to discuss this at the next meeting of PPG expectations, Practice expectations and aims of the PPG. Agreed soft launch starting with Chair and developing from this.

Dr PP mentioned a local wellbeing centre and possible fundraising in future.

**Item 6 – AOB**

- Nonattendance rate – rough average of 1 per day, ok amount. Discussed inevitable to have some nonattendance. Practice has seen a reduction since the posters in reception. Looking at trends there was nothing obvious – could look at day?
- Carpark increase – work with local businesses for staff parking?