**PPG Meeting Actions/Minutes**

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| **Date:** | **29/03/2023** |
| **Attendees:** | Deputy Reginal Manager Christiana Sakyi, Assistant Practice Manager Angela Wallace,Care co-ordinator Umran Ali, Dr Tim Lee, Dr Scarlett Gard, Dr Viraj Bandara, Anastasia, Ann, Jannat, Agna, Patty |
| **Apologies:** | **Social presriber Nusrath Nazar** |
| **Place:** | Teams Meeting |
| **Agenda:** | * Introduction
* The Practice Team
* Social Prescriber, Care Coordinator, PCN News
* Friends and family Test
* GP Patient survey 2023
* Online consultations – DR IQ
* Women’s Health Programme April 2023
* Role of the chair/ Vice chair/ Role of secretary
* Questions and feedback from PPG Members
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| **Recorded by:** | **Angela Wallace** |

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|  | **Description** | **TASK** | **Action by** |
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| **Actions** |
| 1 | Introductions Thank you for joining our first meeting – im going to give a brief explanation about what the PPG meeting is for.The PPG meeting is for the patients to lead, and work closely with the practice to make sure patients are informed on what is avalible from the practice and to suggest feedback and improvements.The PPG should have a Chairman – Vice Chairman and a secretary managed by the patient and we as a practice are here to assist. | TASK  | CS  |
| 2 | Multi- Professional Team Gave the names of all the clinical team, there postion (title) and what they do | TASK:  |  |
| 3 | PCN NewsExplaination what the PCN is.Our practice is part of a PCN made up of 4 Surgery’s – Lucas Avenue, Balaam Street, Essex Lodge and Carpenter’s Practice.Local Services - Community Pharmacy Consultation Service (CPCS) This is an appointment with to the pharmacy that work with the surgery and are qualified to do so, this helps to take the pressure off the GP surgery and also prevents unnecessary waiting times for the patient’s. If you have a local whats app group please help explain why we do this.The aim is for community pharmacists to work closely with the local GP teams to reduce pressure on GP appointments.This will help to create some additional capacity for the practice to book patients into appointments that might, otherwise, have been filled that day, or in a few days’ time depending on the nature of the symptoms the patient reports.The aim is also to identify ways that individual patients can self-manage their health more effectively with the help of community pharmacists and to recommend solutions that could encourage the use of pharmacy as a first point of contact for minor illness symptoms in the future.The service is intended to be a high quality and effective clinical urgent care service provided by community pharmacy through a referral from a GP practice, enabling convenient and easy access to a healthcare professional for patients |  |  |
| 4 | Explanation about what a Social prescriber is – Purpose and duties Addressing people’s needs in a holistic way, GP’s and other health care professionals can refer people to a range of local Non-clinical services. The Role of the care coordinator A care coordinator will call to support frail patients for their appointment’s and support our more vulnerable patients that have long term health conditionsLong term health conditions can include:* diabetes
* chronic obstructive pulmonary disease
* arthritis
* hypertension
* autism
* epilepsy
* autoimmune disorders (for example lupus, Sjögrens syndrome)
* blood disorders
* hepatitis B
* Parkinson's disease
* cystic fibrosis
* cancer

.• Proactively identify and work with a cohort of people to support their personalised care requirements, using the available decision support aids• Bring together a person’s identified care and support needs and explore their options to meet these into a single personalised care and support plan, in line with person-centred service plan (PCSP) best practice• Help people to manage their need, answering their queries and supporting them to make appointments• Support people to take up training and employment, and to access appropriate benefits where eligible• Raise awareness of shared decision making and decision support tools and assist people to more prepared to have a shared decision-making conversation• Ensure that people have good quality information to help them make choices about their care• Support people to understand their level of knowledge, skills and confidence (\*Patient Activation” level) when engaging with their health and wellbeing, including through use of the patient activation measure• Assist people to access self-management education courses, peer support or interventions that support them in their health and wellbeing• Explore and assist people to access personal health budgets where appropriate• Provide coordination and navigation for people and their carers across health and care services, alongside working closely with social prescribing link workers, health and wellbeing coaches and other primary care roles• Support the coordination and delivery of MDTs within PCNs \*The Patient Activation Measure (PAM) helps to measure the spectrum of knowledge, skills and confidence in patients and captures the extent to which people feel engaged and confident in taking care of their condition. | TASK |  |
| 5 | Our Year start’s from April to MarchThe practice call patients eligible for flu vaccinations, reviews ect. This is part of our patient care.JI - PPG member – do we have a care co-ordinator at St Lukes as I know it’s a small site?Christiana Deputy Reginal Manager – Yes,we have a care codinator based at Strathford, we will put him at St Luke’s once a weekSG – That’s a really good point, I just want to add that we are trying to meet all the patient’s needs but that may not always be with a GP, Please help us get that message out there.JI - PPG Member – I agree that I think you get to have more time with the social prescriber.JD - PPG Member explained that trying to talk to a pharmacist regarding medication dosage at Carpenters has always been difficult. This is also regarding DR IQ app unable to discuss change in medication dosage. I have spoken to my local pharmacy and they said they have the same issue with this surgery trying to discuss medication dosage with the surgery pharmacist.SG apologised to the PPG member that she had that experienced, SG reminded members that PPG meeting is not for complaints but we are happy for suggestions. SG explained that there is a process in place for patients to put their complaint through and can always contact the practice to speak to manager.AK - PPG Members mentyioned that waiting time on the phone is about 30 minutes, by the time you get through the appointment could be finished. If they could offer an appointment at one of the other sites that would really help.CS - explained that this can be done if only patients are happy to travel from one site to other. CS also mentioned that patients can be referred the the community pharmacist consultation services. (CPCS) | TASK:  |  |
| 6 | SG - explained the relaunch of DR IQ in Carpenetrs soon and how it will help to increase patient access, patient can be seen or spoken to on the same day. We will be sharing more information on the relunch with patients. Patients who are not able to use Dr IQ will be able offered appointments eg vulnerable patients. The practice will be using Dr IQ more to offer appointments to patientsJI - PPG Member mentioned that she is looking forward to using Dr IQ again as the previous sytem we had in place was not offering appoint and anytime you log in Dr IQis already closed. The recording message on the phone needs to be updated as it still says its in the middle of the pandemic.AF - PPG Member – I just had a blood test and I got a text message saying that you will be contacted by the pharmacist – but I wasn’t aware of this, I think it would have been good to be informed that’s what the process is. CS – Explained the process we have in place to action Pathology results and any other clinical results | TASK: CS to action AW to call patient and book appointment to discuss results | Patient called and appointment booked 5/4/2023 |
| 7 | Discussion about the role of the Chair The PPG Members do not feel ready to take on these roles as of yet so we will do the next couple until a chair is appointed.CS also explained our PCN is organising PCN PPG meeting soon where we will nominate at least one member to represent the practice PPG |   |  |
| 8 | JI - PPG Member – Would like to see better advertisement for the PPG meetingsCS – The TV’s are being set up and the PPG meetings will be advertised on them. | Management to look into this at each site |  |
| 9 | NEXT PPG MEETING WILL BE ON 29TH JUNE 2023 |  |  |
|  | Meeting end |  |  |