**Midway Patient Participation Group Meeting**

**7th February 2023, 7pm**

Present: Susan Trounce (Practice Manager), Dr Elin Jones (GP Partner), Susan Brzeski, Alison Evans (Secretary), Sarah Lichman, Isabel Reynolds (Chair), Orla Smith, Peter Walker

Apologies: Ray Anderson, John Bannister, Sarah Beasley, Doreen Beattie, Michael Nevin, Larraine Peters, Jo Shipman

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| **Agenda item** | **Discussion** | **Action** |
| 1. Welcome and apologies
 | Susan welcomed everyone.Apologies were received from Ray Anderson, Sarah Beasley, Doreen Beattie and Michael Nevin |  |
| 1. Previous minutes
 | 1. Omissions from the previous minutes: Peter Walker had sent his apologies. Wallace Russell was also present
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| 1. Matters arising (including update on action points)
 | 1. Three people have withdrawn from the PPG (Maureen Singler, Rosemary Stephenson and Wallace Russell)
2. From 5c, in the previous minutes, Online Education Sessions:
	1. Dr Jones reported that the surgery had signed up to the free webinar talks with HCA.
	2. The first will take place on 23rd February on the topic of varicose veins.
	3. A text will be sent to patients to publicise this, and the information is available on the practice website. HCA organise the programme and those interested can sign up via Eventbrite.
	4. The webinars are online and will take place on Microsoft Teams.
	5. SL mentioned that the information was not very clear on the website, and ST said this would be updated.
3. From 6c, in the previous minutes, Ideas for further PPG projects: ST reported that she had been investigating what other practices do. There is a mix of actions with some PPGs being less active than others. She said that they would like Midway’s to be more active and for the wider PPG (currently of around 70 members) to be involved in projects. She found out the following possibilities which someone from the PPG could champion:
	1. Annual patient survey created and run by the PPG
	2. A project to identify and support carers
	3. Setting up e-consulting
	4. Fundraising
	5. Transport scheme to help patients get to appointments
 | ST |
| 1. Newsletter
 | The next newsletter will go out in March 2023. The meeting discussed the following suggestions for content:1. Include pieces on other practice team members (e.g. Day in the life of…) to raise awareness of their roles e.g. Registrars, the nurse team (including Nurse Associates, Nurse Practitioner and Urgent Care Practitioner), Physician Associates, Community Pharmacy Service. This will also raise awareness that there are other professionals that patients can see and get prescriptions from.
2. A flowchart of what happens when a patient calls the surgery and which service they might be directed to.
3. Information on the new process for registering deaths and collecting death certificates.
4. The Park Run (see 5 d) below.
5. Physio advice on stretching exercises for backs, knees, general good care, good practice when gardening. Or other suggestions to improve patient wellbeing.
6. Tackling misunderstandings of how the practice works. A FAQs/ Did you know...? section would be helpful to tackle some of these myths.
7. Key statistics at the surgery e.g. no. of patients, age profile, missed appointments, no. of phone calls)
8. How the phone queuing system works
9. Other suggestions (not covered by those above) from members who were absent:
	1. it would be good to get patient feedback on what they would like included in the Midway PPG Newsletter?
	2. Forthcoming events and actions-e.g. vaccinations?
	3. A list with links to other services and charities that may be helpful to patients e.g. Samaritans/McMillan Cancer support/MIND/Dementia UK (this may connect with social prescriber input).
10. Easy and cheap recipes
 | STEJSTSTSB & OSST |
| 1. Update from the GP Practice
 | 1. Extension plans
	1. The financial situation has changed and the costs are now unmanageable, so this has been put on hold and will be reviewed in a year.
	2. In the short term, the maximum use will be made of available space. To achieve this, an architect has been engaged to survey the possibilities of some small works, such as partitioning rooms.
2. Staffing
	1. Clinical pharmacists have been recruited. One is in post and 2 recruited (N.B. one declined the post after the PPG). They will work across the three practices of the PCN (Midway Surgery, Grange Street Surgery and Parkbury House) and will be able to do medication reviews and prescribing, which will leave the GPs free to focus on more complex cases.
	2. A new nurse will be starting in March.
	3. A new secretary and coder have been employed. The coder manages discharge and consultant letters and codes them on the system for GPs to action.
	4. The IT role has been expanded to cover the website and the newsletter.
3. Target sessions/ Training
	1. The practice closes for half a day a month (from 1-5pm) for training. This is a national initiative.
	2. This is whole practice training with colleagues from the PCN and admin staff are included, demonstrating the importance of all the roles in the surgery.
	3. Last month the focus was on cancer care (including early diagnosis and screening). This month (8 February)on life-support skills, in case of an emergency at the practice.
	4. The surgery recognises that there is a balance between training and providing a service, with the reminder that emergency care is available via 111.
4. Park Run
	1. Before the pandemic Midway was a Park Run Practice, with Dr Sun taking a lead. The St Albans Park Run takes place every Saturday at 9am in Verulamium Park.
	2. EJ asked if anyone would be interested in getting staff and patients in involved e.g., in being a marshal. It was agreed that this could be a PPG project, and it will be put in the next newsletter to encourage support.
	3. There is a PPG Park Run merchandise kit with leaflets and so on to advertise the involvement.
5. Social prescriber
	1. EJ suggested that it may be helpful for Helen Beasley, the PCN’s social prescriber, to come to the next meeting to canvas ideas for PPG actions. The group agreed. The social prescriber is a non-medical role, similar to the Citizens’ Advice Bureau, with suggestions for financial advice, mentoring, volunteering and so on.

  | STEJ |
| 1. Suggestions and Comments from PPG Patient Members
 | 1. In response to point 3 c) (reporting back on possible PPG projects) and 5 f) (tackling misunderstandings) above the group had the following suggestions:
	1. Support groups e.g. for dementia carers
	2. Support for new mums.
	3. Coffee mornings. Space could be an issue for this, but it could be done virtually or a stand could be set up with someone present and be a signpost for drop-in/ support.
	4. Providing support for the Social Prescriber.
	5. Raising awareness of the range of services the practice offers.
2. A patient-friendly website. Some members mentioned that information is not always in the most logical place on the website and this could be reviewed, e.g. the PPG newsletter could be accessed from the front page of the website. ST pointed out that PPG members can email her with any problems it can then be rectified quickly.
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| 1. Action Plan for Next Meeting
 | In addition to those noted above, the group agreed the following:1. A sub-group of members (Sarah Lichman and Peter Walker) to review the website and feedback to ST.
2. OS has an example of a Did you know…? panel to send to ST.
 | SL & PWOS |
| 1. AOB
 | 1. A member asked if all patients received the newsletter, as some may be digitally excluded. ST responded that 9,000 receive the newsletter via a link in a text message. For those without digital access, a paper copy is available in the surgery. Patients have to consent to receive the newsletter and can opt-out at any point.
2. Reminders are not sent to patients for appointments, though this may change in the near future and a text message may be sent in advance.
3. Patients can contact the PPG between meetings if need advice or comments on anything.
4. The local ICB has a PPG steering group which has info on PPGs and ideas for participation. ST to forward information to the group.
 | ST |
| Date of next meeting | Tuesday 9 May 2023 (thereafter returning to the first Tuesday of the month) |  |