**Midway Patient Participation Group Meeting**

**6th February 2024, 7pm**

Present: Isabel Reynolds (Chair), Susan Trounce (Practice Manager), Dr Elin Jones (GP Partner), Ray Anderson, Sarah Beasley (Secretary), Doreen Beattie, Alison Evans, Orla Smith

Apologies: Peter Walker, Sarah Lichman,

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| **Agenda item** | **Discussion** | **Action** |
| 1. Welcome and apologies | IR welcomed everyone and chaired the meeting. SB circulated PPG members contact list to check correct contact details are held. ST to check whether everyone on the email circulation list is still a current PPG member  Apologies were received from Peter Walker, Sarah Lichman. | ST |
| 1. Previous minutes | Minutes of meeting Tuesday 7 November 2023, 7pm accepted and no changes made. |  |
| 1. Matters arising (including update on action points) | 1. DB provided feedback on the phone system for appointments – the callback system worked well for her and she was able to get an appointment with a GP on the same morning as the phone call. ST reported some patients are still not using the callback facility, but in general there is positive feedback on the appointment system 2. Date for IT session – ST will send potential dates for a March session (time 9.30-11.30 on a Saturday morning), liaise with Oren and organise for e-consult to be available for the morning 3. i) Green Impact toolkit – Sarah Lichman sent her apologies for the meeting but requested the following email message be minuted ‘I have looked at the toolkit. It is an interesting and good scheme. It is set out in clear categories but I think that any action will have to come from within the Midway team . . . I'd be happy to be involved if it's felt that a PPG member would have a part to play’   ii) ST to discuss with Parkbury House surgery how they are using the toolkit and feedback at next meeting. ST to give OS a log in so she can also look at the green toolkit and feedback at the next meeting  iii) There are clinical areas that need to be looked at by the clinical team but here are also targets for recycling, building adaptations. ST suggested one area could be explored and taken forward by a working party   1. Recruiting new PPG members - in particular looking at expanding and diversifying the group – ST to look at sending text messages and messages through the app and the possibility of sending a specific text message targeting younger patients. It was suggested that posters, messages on the screens in the waiting area, having sign up lists at the IT sessions and some information in the PPG newsletter could help recruit new members. 2. Website FAQ – ST to look at for next meeting (see minutes point 3 AOB 7/11/23) | ST  ST/OS  ST  ST |
| 1. Update from GP practice | Update from ST:   1. Three new receptionists have been recruited and are currently being trained 2. No changes to clinical staff 3. Jenny (job share with Susan in the practice manager role) is moving into Finance at the Surgery in July, recruitment process underway for a replacement (3 days a week) 4. Approximately 3,000 Flu and 2,000 Covid vaccines were delivered by the surgery 5. NHS England toolkit for Surgery websites – Oren has made a few changes to the Midway website to meet the requirements (NHS logo, links to local pharmacies etc). ST reported that as the website had been previously reviewed by PPG members, there were minimal changes to make. |  |
| 1. Newsletter | 1. Newsletter not produced in December due to staff illness/Christmas but will now be circulated in February 2. Draft newsletter circulated during the meeting. Content included articles on Long Covid, Measles campaign, All in a Day’s work (Surgery statistics), FAQ, National Patient Survey (area of patient survey to be to be confirmed), One step at a time (Midway movers – this has been used to promote staff wellbeing). Following feedback, ST to add Flu/Covid vaccination statistics, complete the National patient survey section, add advert for new PPG members and include information on urgent care in St Albans Hospital in the FAQ 3. Suggestions for articles for next newsletter (to be circulated in May/June)   i) Pharmacy First – started in February, booked appointments through surgeries or 111- areas covered (within specific age ranges) include Acute Otitis Media, Impetigo, Infected insect bites, Shingles, Sinusitis, Sore throat, Uncomplicated Urinary tract infections. Participating local pharmacies include Verulam, How Wood and Bricket wood  ii) PPG – achievements over the last year and collaboration with other groups  iii) data eg test results and how they get on to the patient’s record on the app  iv) Research Champion/Be part of research/join dementia awareness – SB  v) Patient experience of an appointment with urgent care practitioner (Simon) and profile of urgent care practitioner – AE/ST  vi) HSSIB forum feedback including information from report (yet to be published) – IR | ST  ST/AE/SB/IR |
| 1. Health Services Safety Investigations Body (HSSIB) forum feedback | Feedback from IR who attended the HSSIB forum in November 2023:   1. 4 main areas looked at – digital environment (especially less able patients using computers), buildings, skill mix/staff integration (how people feel about seeing alternative practitioner eg allied health professionals, physician associates), use of temporary staff. 2. Case example of continuing care and the benefit of care co-ordinators in complex cases. ST/EJ reported Midway currently have 2 care co-ordinators 3. IR reported many of the difficulties discussed at the forum are not currently problems at Midway and she was able to contribute positive examples to the group discussions. HSSIB will be producing a report following public consultation and IR will follow up on this with an article for the PPG newsletter 4. Many surgeries are moving completely to online bookings (through e consult). ST/EJ reported that Midway feel their phone system is working well and they are fortunate that most staff are permanent so there are less issues with availability of appointments. However, they may be forced to move to online bookings in the future. Reception staff can help people with learning difficulties/without computer access to complete the e-consult form over the phone. | IR |
| 1. Research Champion role/Be part of Research | SB is a research champion for National Institute for Health and Care Research (NIHR) and shared information about her role:   1. Research Champions are patients, carers, and members of the public, who are passionate about developing better health care and treatment. They help spread the word about research. They also help health and care staff understand patients' experience of research. Information available at <https://www.nihr.ac.uk/patients-carers-and-the-public/i-want-to-help-with-research> 2. Research Heroes Survey - to help to understand the barriers different communities face when engaging with research. Link to survey -  <https://imperial.eu.qualtrics.com/jfe/form/SV_byAFJmvYufe3nn0> 3. Be part of research - <https://bepartofresearch.nihr.ac.uk/> There is also a link on the NHS App – encourages patients and carers to sign up to research studies – EJ reported it was quick to register with this on the NHS App. SB to source leaflets and promote the Be part of research section on the NHS App to patients during IT session 4. Join Dementia Awareness - <https://www.joindementiaresearch.nihr.ac.uk/> encourages patients, carers and members of the public to sign up to register interest in research trials related to Dementia 5. SB to establish links with local NHS Trusts and networks available through North Thames Clinical Research Network (CRN), which is changing to North London Research Delivery Network (RDN) in October 2024. 6. Dr Georgina Gavzey (GG) is the research lead at Midway surgery and the surgery supports access to research projects through a portal. SB and GG to collaborate on future research topics where possible | SB |
| 1. Action plan for next meeting | 1. Green impact toolkit – potential working party 2. Feedback from ICB information session for PPG members (22/02/24) from those who attended 3. Helen Beasley, social prescriber to be invited to the next PPG meeting 4. Patient questionnaire – ST to look at themes from NHS England, patient survey, friends and family feedback and make suggestions for a patient questionnaire with PPG involvement | ST/OS  PPG members  ST  ST |
| 1. AOB | The Integrated Care Board (ICB) is holding an information session for PPG members about the additional roles at GP practices and in primary care networks, plus care navigation on Thursday 22 February 2-3pm. Online: Using Teams. Email invitation to be forwarded to PPG members by SB | SB |
| Date of next meeting | Tuesday 14th May 2024, 7pm |  |