**FMP - Patient Participation Group Meeting**

**Wednesday 10th May 2023 12.00**

**Held at the Umbrella Cntre**

Attended by :- Dr Baker Dr Sawitzky Kerin Austin Sarah Dyer Ian Macdougald (Chair ) Graham Elvy (Vice Chair) Julie Taylor

Carol Upton Peter Bullard Maudie Vanden Berge Jacquie Dabnor

1. Welcome and apologies from Margaret and David Tilley and from Ken and Janice Rogers.
2. Minutes of previous meeting reviewed and agreed.
3. Matter arising – It was confirmed the Ian would now become Chair and Graham would be Vice Chair of the PPG.
4. Terms of Reference. Graham felt he was not able to change any of the wording regarding the reviewing complaints, the group felt this was still an important point to have on the TOR.

**Action Point** 1- Graham to re-send the latest version of the TOR to Dr Baker and she will discuss further with the GP partners

**Action Point 2** The group asked if they could have complaints as a regular item on the agenda

1. PCN’s. The group would like a clearer understanding of PCN’s and how they work.

**Action Point** - Dr Moore or Dr Gupta to be asked to provide a presentation about PCN’s for the next meeting

1. Practice Update.
2. Building work – Building work has now been completed, to turn Clinic Room 6 into a modern theatre room. Ophthalmology procedures will start in there, the weekend 13th and 14th May. This room will be used for ophthalmology procedures, minor operations, contraception clinics and hand surgery. For the ophthalmology clinics, patients are referred to us via the Hospital or via opticians, these procedures will involve cataract surgery.
3. Telephone system. This has now been installed and seems to be working well. The long introductory message has been removed and replaced with a much shorter message. The new system has a greater functionality and over the next few months, we should be able to carry out audits on the incoming calls, and increase staffing where needed in the busier times of the day. There is an option where a patient can request a call back when waiting in the telephone queue, rather than hanging on the line for a length of time.
4. Self check in screen is now working, and has been for a couple of months. At certain times, there are still long queues at the Reception desk, due to patients booking in for UTC. The Practice will be having a new system installed where patients will book in to UTC using wall mounted i-pads This system is currently being used in other UTC’s . This is still being planned at the moment, so more on this at next meeting.
5. GP availability. The wait for a routine appointment is around 3 weeks, anyone who needs to be seen urgently are seen on the day, or within a day or two. Patients can request whether they want the urgent or routine appointment to be a telephone or face to face appointment.
6. eConsults. The Practice receives around 10 to 15 eConsults per day and these are available between normal working hours of 8am to 6.30pm. The Practice has no plans to change this process at the moment.
7. Flu campaign. The Practice plans to start planning for this years Flu campaign much earlier this year and would appreciate any suggestions from the group regarding where to advertise this and how to increase numbers of patients having a flu jab.

**Action Point** - group members to email Sarah with suggestions and ideas

1. Macmillan Coffee Morning. The Practice is hosting a Macmillan Coffee morning, along with Newton Place, at the Alexander Centre on Friday 29th September. The Practice would welcome any involvement of the group for this, including ideas about what information we could display on education boards, that could be relevant to Faversham, as well as baking contributions.
2. PPG Awareness week. This is being held 31st May to 6th June. The Practice would like to dedicate an area on one of the Practice notice boards to the PPG. It can be decorated by the PPG, and if they would like to, there could be a stand, which can be manned by members of the PPG to advertise the group.

Any other business

Julie mentioned about access for adult autistic patients. She had a meeting with Dr Rickard to discuss this, just before covid lock down began so this never progressed any further. She asked if it could be re-started.

**Action Point** - Sarah to arrange a follow up meeting with Dr Rickard