

Minutes of the Patient Participation Group Meeting held at Shinfield Health Centre on Monday, 14 October 2019, at 15:30.

1. Attending: G B (PPG), D S (PPG), L H (PPG), C H (PPG), F B (SRPVG), C C (SRPVG), L Tuggey (Practice) and C Upton (Practice).
2. DS and GB announce that they may not be attending the PPG as often for a while due to personal circumstances and commitments.
3. FB starts by explaining to the group how a PPG should work in an ideal world. He mentions that in another practice, members of staff were tasked with identifying 6 patients each to encourage and promote attendance of the PPG, and that we may follow suit to grow our own PPG. Everyone agrees that this was a good idea, and CU will put this forward in a staff meeting at the practice.
4. CU proceeds to propose the idea of creating a virtual PPG for the practice, in an attempt to involve more patients, who may not wish to attend in person, for whatever reason. He confirms that the virtual PPG would not replace the regular meeting in person, which will continue on a quarterly basis. Patients in the practice will be invited to sign up to the virtual PPG by text message to their mobile phones. The communication with members of the virtual PPG will be managed by staff of the practice. Membership and content will be subject to terms and conditions in order to avoid abuse and any inappropriate behaviour. All members present agree that the practice should proceed without further delay.
5. FB offers to attend on Saturdays to interact with patients and to explain/discuss proposals, events and developments happening in NHS relating to GP Practice. The offer will be put to the PM for consideration.
6. Several members agree that the practice should consider communicating all new developments and proposals by letter to patients of the older generation, e.g. over 75 y.o.a. who may not have access to electronic media.
7. It is also proposed that a leaflet be created containing general information regarding the practice, e.g. all methods of access such as Patient Access, website, myGP App, etc. and that this leaflet be attached to New Patient Registration Application forms.
8. DS and FB suggest that some information on our website should be more clear and easier to access. CH agrees saying that much information is available, but patients may not understand what it means, or how to find what they need.
9. CU reports that patient feedback has much improved, and that at present we are receiving between 85 and 90% positive feedback, and 10 to 15% negative feedback from between 150 to 180 responses per month. He also reports that all feedback is shared with all staff at the practice on a weekly basis, as positive feedback serves to acknowledge and encourage good practice, whilst constructive, negative feedback serves to educate and bring about change. All members present agree that this is good, and should continue.
10. FB offers to further analyse our performance using the patient feedback and provide statistics which could include comparing us with other practices in the area. CU agrees to submit this to the PM for consideration.

11. LH reports that she will invite the HT and pupils of a secondary school in the area to attend the next PPG, as it may be insightful to hear from patients from the opposite side of the spectrum in terms of age, and it may also serve to educate and support the young patients as they prepare to leave their parental homes to attend university and start to live independently.
12. CU thanks everyone for attending and for their contribution, and the meeting adjourns at 17:00.