

IMPROVING HEALTH MEDICAL CENTRE MINUTES OF PATIENT PARTICIPATION GROUP MEETING

HELD ON
19-05-2020

Present: [REDACTED]

Improving Health Reps: Denise Robinson. Dr G Singh, Kerry Stanley

Item	Outcome	Action
Welcome	Welcome to members and Introductions	
Apologies for Absence	[REDACTED]	
Minutes of Last Meeting	Minutes reviewed	
Matters Arising		
Agenda Items:	<p>Staff changes Covid Planning & status Trainee GP Practice Growth QOF NHS planning for total triage- adopting new ways of working Flu Clinic Social Prescriber</p>	
Staff Changes	<p>[REDACTED] has left the practice due to difficulties managing 2 part time posts. She has joined another surgery in Wolverhampton in a full time role, we wish her well . We are very pleased to welcome [REDACTED] to our team at IH. [REDACTED] introduced to members</p>	
GP Trainee	<p>Dr Ti has now moved on to A&E at New Cross to continue her training. Feed back from her time at IH was very encouraging. The Practice will have a new trainee join in August.</p>	

Covid vaccine	<p>All patients over 35 have now been invited for the Covid vaccine. Younger patient groups have been less receptive to having the vaccine. The Practice will continue to invite with the support of wolverhampton Council and our PCN teams. PPG thought that social media had a lot to do with these outcomes.</p>	
Practice growth	<p>The practice has welcomed 672 new patients in the last year. With this significant growth we have completed some audit work regarding appointment capacity. Following discussion with the practice partners we are now offering an addition 2 sessions of appointments. The partners are also looking at recruitment of an additional salaried GP.</p>	
Online triage/F2F apts	<p>The practice continues to offer F2F appointments if needed to all patients following a triage appointment with the GP. Discussed statistics regarding availabilty during the last 12 months. The practice has increased its capacity by offering an additional 1100 interactions during the last 12 months. PPG members asked for their thoughts on continuing triage calls. Both members happy with current system. We would like to adopt more online triage encouraging patients to complete traige forms and returning to practice for the correct care pathway. PM said she would like a softly softly aproach to this by maybe introducing the offer to complete online traige once we are at full capacity in any one day. for instance asking patients to complete online traige during the afternoon session when all apts have been taken. PPG members happy for this approach to commence then review in 3months.</p>	
QOF	<p>PPG given an overview of what QOF means and how it impacts on patient care and finance. Whilst most practices abandoned QOF care reviews during lockdown we continued to offer service as normal and achieved excellent outcomes.</p>	
Social prescriber	<p>PPG informed of services available from our social prescriber. Why, what and how this service is used.</p>	

<p>Flu Clinics</p>	<p>Following the success of last years walk in clinics the practice will over this service again. Flu vaccine orders have been increased this year due to the delivery of vaccine to all patients over 50. We will also offer some pre booked clinics but antcipate more walk in clinics than last year.</p>	
<p>Increase PPG members</p>	<p>The practice would like to increase its membership for PPG members, we feel it is important to get the voice of our wider population. PM and Dr Singh will look at ways of increasing group membership,. This has always been something that we have wanted to do but plans have been put on hold during the pandemic. Current members reclutant to using virtual meetings.</p> <p>PM will sent invite out today for next meeting with a reminder a week or two beforehand.</p> <p>Anyone reading these minutes online please feel free to join us at our next meeting.</p>	
<p>AOB</p>		
<p>Date & Time of Next Meeting</p>	<p>14th July 2021. 12.30pm</p>	