

## IMPROVING HEALTH MEDICAL CENTRE MINUTES OF PATIENT PARTICIPATION GROUP MEETING

HELD ON  
14-07-2021

Present: [REDACTED]

Improving Health Reps: [REDACTED]

Item	Outcome	Action
<b>Welcome</b>	Welcome to members and Introductions	
<b>Apologies for Absence</b>	[REDACTED]	
<b>Minutes of Last Meeting</b>	Minutes reviewed	
<b>Matters Arising</b>		
<p><b>Agenda Items:</b></p> <p><b>Website</b></p> <p><b>Appointments/overview of current structure</b></p>	<p>Website            Overview of appointment availability            Appointment system            Overview of Covid vaccination figures for the Practice Trainee            Covid safe environment            Proof of Covid vaccine -NHS app or 119            Quality data review</p> <p>Lots of available information on site. Members asked to check and let us know if anything stands out as missing or if they can think of anything that would add value to the site.  <a href="http://www.ihmedical.co.uk">www.ihmedical.co.uk</a>.</p> <p>Members happy with current set up of appointments, this includes a mixture of triage and face to face appointments.</p>	

<p><b>Overview of Covid vaccine Figures</b></p>	<p>We will continue this system, monitoring and reviewing over the next few months. PPG shown slide show of availability. Most patients spoken to on same day, if triage calls are all taken patients are given the opportunity to use online triage. Significant reduction in non attendance rates. All calls for vulnerable patients are discussed with the GP before asking them to call back the next day.</p> <p>Good uptake form our older population. Difficulty capturing the 50-55 yr old and our 20-30yr olds. The practice has made a momentous effort to contact all patients encouraging them to take the offer of vaccination. Tel calls and SMS messages and letters sent to patients. SMS messsages sent in patient preferred language.Wolverhampton overall figures currently stand at 83%.</p>	
<p><b>Covid Safe environment</b></p>	<p>Should lockdown be lifted as predicted on 19th July the practice will still implement distancing and also request patients wear masks particularly during face to face appointments. We must continue to protect our pateints, staff and visitors.Posters will be put up in surgery encouraging patients to wear masks whilst attending the practice.</p>	
<p><b>Proof of vaccine</b></p>	<p>Practice manager informed PPG that the practice would not be involved in providing patients with 'Covid Passports' this can be obtained from the NHS app or 119. Practice manager demonstrated the ease of using the NHS app and its other features.</p>	
<p><b>Trainee</b></p>	<p>Dr [REDACTED] will be joining the Practice in September as part of his GP training.</p>	

<p><b>Clinical sessions</b></p>	<p>Partners have recognised the growth in practice list size and have instructed recruitment providing 3 additional clinical sessions. The sessions will enable additional appointments thus helping with patient demand.</p>	
<p><b>Quality and outcomes</b></p>	<p>As discussed in our previous meeting the practice continues to manage patients with Chronic illness and encouraging patients to participate in screening such as Cervical smears and Bowel screening. Overview of staistics shown to PPG. Our current uptake for smears is way above national averages at 88%. Bowel screening at around 82%. Our current figures for chronic disease monitoring is around 40% well on target to meet maximum achievement by the end of the year.</p>	
<p><b>PPG membership</b></p>	<p>PM would like to grow PPG however is reluctant to send out an open invite during the pandemic. This will be reveiwd at the next meeting and consideration given to circumstances and whether it would be appropriate to proceed with open invites. Concerns that significant numbers of patients could turn up to meeting and practice not able to accomodate members safely. Considerations given to face book group or similar for virtual PM will work with PPG over coming months and look at options for virtual groups.</p>	
<p><b>AOB</b></p>	<p>None</p>	
<p><b>Date &amp; Time of Next Meeting</b></p>	<p>TBA mid to end of Sept</p>	