

PPG MEETING – Friday 8 JULY 2022 at 2pm via zoom

ATTENDEES:

Moria Black
David Jenkins
Jean Rowe
Ann Smith
Robert Gurd

APOLOGIES:

Rosin Holden
Owen Grainger
Dr C Mendes da Costa (GP)
Jill Morris

Chaired by Sangeeta Kathuria

Sangeeta started with thank you to all and apologies for those members who couldn't attend.

ACTIONS COMPLETED FROM LAST MEETING

TV IN WAITING ROOM UPDATED

In the previous meeting back in April Sangeeta discussed that she was having issues with the TV in the waiting room and putting up new Visual materials. However, since this current meeting, she went back to the TV company (Envisage) who provide the materials. She has now been able to reinstate all the videos and information for patients on the TV in the waiting room which she was unable to do previously as the TV had to be changed. Sangeeta will now be sharing any new information on the TV screen in the waiting room. Now that more face to face appts are coming in, this will be beneficial to the patients.

ALL LINKS IN ONE PLACE

Another action from the previous meeting was to try and put all useful links in one place for patients to access at the surgery. This is so they know what the different areas of access are and how to get to them. Sangeeta tried the APP **link tree** but this is not something we are allowed to use in the NHS due to firewall and safety restrictions on the internet so she wasn't able to do this. However instead, she has put up a new page on the website whereby patients can go and access the various links on the page. This page is called **ONE STOP LINKS**.

Sangeeta will share this with the patients and also welcomes any new links from the members or patients to add onto that page if they become known to them, to share with everyone.

NEW ITEMS

1. **VIDEO CALLS** - Sangeeta asked for a volunteer to test a new video consult app as our current provider has been decommissioned by the CCG. We now have a new AIRMID app that can be used instead of the old Accurx video call system. Sangeeta has asked if any member would be able to test this with her before we start asking the staff to use it. Moira was happy to do this. Sangeeta will liaise with her to get this tested.
2. **CQC monitoring call** – Sangeeta discussed the fact that the surgery was going to be having a CQC phone monitoring meeting with Dr's Keen, Mendes da Costa and herself on Friday 15 July to discuss the changes and adaptations during the last two years at the surgery and how we managed to keep things running during the pandemic. Sangeeta asked for any members to send her a short email to state the positives of the surgery and the PPG that she can share with the inspector. Since our PPG meeting, the inspection call has been made and this was very successful. Thank you to the members who shared their thoughts and comments which were shared with the inspector. He was very happy with the level of work the surgery has done to support the patients and was particularly impressed of the fact that unlike many practices, we were open throughout and continued to also have regular PPG meetings to get support for the practice. Our rating will remain as GOOD.

New Suggestions to action

- David Jenkins asked Sangeeta can get some feedback to Patient knows Best about the way their APP works and how to get the recent results in order on the APP.
- Telephone greeting message – there was some feedback on the length of the opening telephone message greeting at the surgery. Sangeeta suggested to send the current message to the group and see if anyone can make any suggestions to truncate it and make it shorter but still informative. This will be sent with the minutes and suggestions will be welcome after which Sangeeta will change the telephone message accordingly.

NEXT MEETING TO BE HELD ON FRIDAY 4 NOV AT 2.30 PM VIA ZOOM