**Little London Surgery Patient Participation Group Meeting – Thursday 15th February 2024**

**Attendees**: Mr M Newport (MN), Mr K R Gunter (KG), Mr A G Brown (AB), Mr Mark Faulkner ICB representative (MF), Mr B Salt (BS), Ms Diana Mason (DM), Dr M Chander Little London GP Partner (MC), Rachel Johnson Little London Practice Manager (RJ), Jodie Howells Little London Reception Supervisor (JH)

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| Topic | Discussion | Action |
| Welcome and introductions | MN opened meeting. Mark Faulkner Project Manager from ICB welcomed.  Mark gave a PowerPoint presentation on Digital First Primary Care GP Website Development Project  The PowerPoint outlined the ways in which patients could contact the surgery ie website, telephone and visiting, discussed the various appointment slots we have.  Discussion took place. |  |
| Research Ready | Informed PPG members that we are research ready with examples of topics we are working on. |  |
| PPG job specification | Discussed the need to recruit more PPG members. To agree the PPG specification and to attempt to fill the available roles i.e. Vice Chair, Secretary.  PPG to agree the attached PPG roles specification. |  |
| Current Positions | * MN requested to step down from Chair and to go into the Vice Chair position. * AB put himself forward as Chair. MC mentioned that regular attendance would be required. AB said he is Disability Advisory Advocate for NHS and we have to be inclusive and offer Teams meeting as an additional way to attend as well as face to face   Agreed:   * AB is Chair * MN is Vice Chair * DM Secretary – RJ agreed to support DM and start the process in August at the next PPG meeting.   MN said the Liaison meetings have dropped off now Walsall Health Watch. |  |
| National and Local Practice Survey | National survey noted that only 98 patients responded – 505 surveys were sent out  Discussion took place at how we were comparing nationally and looked at our own patient online survey.  Issues noted were access and difficulty getting through on the telephone. Noted reception score highly  Agreed from the survey feedback that we would:   * Reintroduce the DNA policy * Introducing the queuing system on the telephone * Access * MC said that we are in week 3 of accurex triage service * We have recently employed 2 new clinicians * We have additional GP trainees two who have just qualified * Additional PCN staff – MC explained   MF said that it is considered a good response rate if receive 10% surveys back. |  |
| GPIP | We informed the PPG how we engaged on a 26 week programmed “General Practice Improvement Programme” (GPIP) – we looked at all areas ie staff wellbeing, frequency of attenders, DNA rate, audited telephone usage, queries we receive and signposting. Our Coach was involved in national audits and 30% of appointments can be avoided.  We also organised Care Navigation Training for our receptionists. |  |
| AOB | MC said that chest X-rays are now walk in at the Manor on the same date appointments have restarted for all other x-rays. |  |
| Date and time of next meeting | Thursday 15th August 2024 at 13:00 |  |