

# **Minutes of Patient Participation Group Meeting**

**Tuesday 10<sup>th</sup> May 2022**

**Apologies: Mel, Janette, Julia, Elaine, Michelle**

Unfortunately Elaine has resigned from the PPG as she's moving away from the area and will no longer be a patient at the practice.

**Present: Karen, Carol**

## **Minutes from the last meeting**

The newsletter has been distributed. Thank you to Michelle. Details of the hearing aid bus have been distributed and are displayed on our website.

Watling Street pharmacy have closed again. Details of how to complain about this have been distributed. The receptionists are aware of how to complain so we can give this to patients. KW has complained about the recent closure.

KW has contacted Sponne School to ask whether anybody would be interested in joining the PPG but unfortunately we have not received any response.

It is becoming quite urgent that we get some new members of the PPG. We agreed to ask all members whether they know anybody who might like to join. KW will put out a request to staff to see if they know anybody who is one of our patients who would like to join. KW will also ask receptionists to mention it to patients. We will continue to put out requests in the newsletter, on the TV screens and on social media.

## **Newsletter**

The newsletter has gone out.

## **Friends and family test**

The friends and family test for April showed that 96% patients would recommend us. 3% are neither or don't know. 1% would not recommend. We received 2 responses: "efficient check-in, on time and very clear and thorough consultation"; and "the nurse I saw was lovely and was also understanding of my disability".

## **Extended hours**

From October as a PCN the practice and other PCN members will need to cover extended hours so we will be open 8:00 a.m. to 8:00 p.m. Monday to Friday, and 9:00 a.m. to 5:00 p.m. on a Saturday. The extended hours will be covered between the 4 practices, so we are likely to be open one or maybe 2 evenings in the week, and Saturdays on a rota.

We have been asked to survey our patients to see what hours they would prefer. A random sample of patients will be surveyed. KW will also send the survey to PPG members.

### **Next meeting**

Fenglin from the research team would like to join the patient panel at the next meeting to talk about clinical research in the practice.

### **Future meeting dates**

Tuesday 14<sup>th</sup> June

Tuesday 12<sup>th</sup> July

Tuesday 9<sup>th</sup> August

Tuesday 13<sup>th</sup> September

Tuesday 11<sup>th</sup> October

Tuesday 8<sup>th</sup> November

Tuesday 13<sup>th</sup> December