**Minutes of Patient Participation Group Meeting**

**Tuesday 9th May 2023**

**Present: Carol, Michelle, Karen J, Sheila, Beverley, Richard, Janette, Karen W**

**Apologies: Mel, Julia**

**Carers activity**

Louise Brock attended from the Primary Care Network. Louise explained to the group that we are applying for care accreditation from Northamptonshire Carers. There is a bronze, silver, gold and gold plus award. We already have silver. As we were awarded this more than 2 years ago we have to complete an audit which has now been submitted to retain our silver. We will be going now for gold. In order to do this we need to identify 4% of our patients as carers. Those carers need to be offered a flu vaccination, a carers health check and flexibility with their appointments. We already have a carers noticeboard and information for carers on the website and TV screens. We will also need to survey our carers and then come up with a plan based on the outcome of the survey. We discussed how we might do the survey and questions which might be suitable. We would ask carers whether they are aware of what services are available, and what services they would find helpful.

Louise has also arranged a carers event 2-4 p.m. on 7th June at the Brook Health Centre. Richard said he would be able to go along to that. Louise will send out invitations to the carers and a copy to Michelle who will put information in the newsletter.

We also discussed having another carers event on a Saturday later in the year.

**Minutes of the last meeting**

At the last meeting we were looking forward to Jardines taking over the 2 pharmacies in Towcester. The pharmacies were taken over on 25th April. We are still having problems with the pharmacies. We hope that there will be improvements soon. KW will be having weekly meetings with Jardines in the short term until the situation gets better.

**Friends and family test**

We looked at the stats for the friends and family test. 93.7% of patients judged the practice to be good or very good. We were disappointed to see that 5 patients (1.2%) judged us as very poor.

The stats showed that the number of online bookings was up by 1%. We looked at the statistics for patients using self-book. Whilst the responses on the friends and family showed only 0.7% of patients (3) used the self-book link the success rate of self-book requests varies from 8-41% of self-book links sent out. What we do not know is how many of the people who did not book via self-book did not book at all. We discussed changing the second question but decided to stick with “How did you book your appointment?” for the time being as we continue to try to drive up the number of patients booking online.

**Newsletter**

Michelle distributed the newsletter which she has completed. All were very impressed with it and thanked Michelle. Michelle will change the name of the local pharmacies from Lloyds to Jardines, and will put information about the carers event on page 1. She will also put some information about how to book travel vaccinations, and a reminder that Covid vaccinations are now available for over 75s and immunosuppressed.

**GP contract and targets**

We discussed the new GP contract and the target of all patients having an appointment within 2 weeks. Whilst we are able to deal with anything urgent on the day we do not have the capacity to offer all routine non-urgent appointments within the 2 week target the government have provided. The practice are looking at different methods of handling demand including asking all patients to complete an online form if they want an appointment.

**Next meeting**

The next meeting will be 13th June at 6:00 p.m.