

St Johns Medical Centre.

PATIENT PARTICIPATION GROUP



Patient Participation Group Minutes

Meeting Date – 04.07.2024

Venue – St John’s Medical Centre.

Surgery Representatives – Nicola Masson Practice Manager, Beth Gadd Reception Manager, Gillian Price Receptionist/Carer Champion, Ellie Milne Neighbourhood Care Coordinator.

PPG Members – Beverley Cunnington & Mike Cook

AGENDA ITEM	DETAILS	ACTION
1	<p><u>Welcome introduction provided by NM.</u></p> <p>The staff attending the PPG meeting introduced themselves.</p>	
2	<p>NM gave a staff update.</p> <p>NM provided an update from the newsletter about staff returning to the practice after maternity leave. She also mentioned that we also have a new receptionist that has just joined St John’s Medical Centre.</p> <p>NM also made them aware that we are saying goodbye to our current ANPs who are moving on to pastures and that Dr Zidan is joining us as a salaried GP.</p> <p>The PPG members were made aware that the newsletter comes out quarterly and has relevant and valuable information for our patients.</p>	
3	<p>EM introduced herself as a Neighbourhood Care Coordinator and expressed her interest in raising awareness about available resources for vulnerable patients such as the Man Shed initiative, which was started by MS, the PPG member and is now run a committee. EM explained that the Beehive community in Grantham, offers support for dementia patients, does activities, and various social events. EM discussed befriending groups and walking groups, aiming to encourage others to help raise awareness.</p> <p>The group spoke about encouraging a coffee morning/afternoon for carers and between us we came up with a few ideas about what we could introduce to them, if this proves to be successful. We also spoke about making carers aware about the financial element and the benefits</p>	

	<p>that some carers may be entitled to but are unaware of.</p> <p>BC presented a contacts leaflet for vulnerable people to complete, which would identify who we need to contact in times of emergencies so others. A few ideas were being passed around and things that we could introduce for our patients.</p> <p>Between us we are going to implement a plan to get the coffee mornings up and running for the benefit of our patients.</p>	
4	<p>NM asked the PPG members if there is anything they would like to discuss. MC said that he feels Askmy gp doesn't work. MC said that we should be able to go back to prebooking.</p> <p>He stated that he hasn't seen a doctor for 2 years and he never gets to see the same one. NM explained how patients are triaged in relation to their ailment.</p> <p>GP explained how reception can help facilitate requests & patient needs.</p> <p>BG explained the Askmygp service & the Extended access that we offer in the hub and G.P. did say that if you put a request through stating you only want to see a certain GP they will do all that they can to accommodate this.</p> <p>NM also said that we could include our booking process in the next Newsletter & social media and put it on social media again.</p> <p>BC said that she has never had an issue with the practice and is more than happy with the service that she has received.</p> <p>MC mentioned that patients should know about the wheelchair that we have in practice. NM said we can again include this in the Newsletters & social media,.</p> <p>BC mentioned that she had seen a notification explaining that we were short due to sickness and felt that it was very well publicised and welcomed the information.</p>	<p>BG to add to social media our appointment process & extended access hours that we offer outside of core hours.</p>
5	<p>Overall the meeting was productive and positive. We concluded that we want to set up a carer's coffee morning/afternoon by the end of July 2024. We will do whatever is necessary to get this up and running.</p>	<p>NM to establish who are carers are and invite them to a coffee information session.</p>
	<p>Coffee session scheduled for the end of the month, so we can tie a meeting in with this.</p>	

ACTION KEY

RED – PPG Members to consider/action. **BLUE** – No action needed **GREEN** – Surgery to action