Wilson Health Centre

Patient Participation Group

Attendees – Fiona Scott (BPS & RCS Practice Manager), Katie Glancy (BPS & RCS Project Manager), DE (PPG), JC (PPG)

5 February 2024, 1.30pm

Practice Manager update

Previous PPG recruitment - FS gave an update about efforts to recruit new PPG members. All agreed we needed the group to have more members and be more representative of our patient base.

Phone changes - Patients and staff had given positive feedback about recent changes to the phone system. Phone waiting times are now shorter and we are encouraging patients if possible to submit routine appointment requests or enquiries online via our website.

National GP Pilot – FS explained we have been invited to be part of an NHSE pilot project to trial new ways of working. This will include looking at ways we can reduce waiting times for appointments, improve continuity of care for patients and make better use of digital technology.

Other updates

Digihub/drop in sessions – The practices are at early stages of setting up drop in sessions where a Digital Champion will be available to support patients using digital technology in particular the NHS App.

Feedback from patients

KG gave an overview of feedback from the Friends & Family feedback form sent to patients after appointments. This is analysed on a monthly basis and is generally very positive (above national and county average). We recently made changes to the car park as a result of patient feedback which has made it much easier for patients to find spaces.

Next steps for PPG member recruitment

KG will recirculate the application form we previously used for PPG recruitment and readvertise again.

Depending on applications, we can consider more targetted advertising in future to increase representation.

National Association of Patient Participation and Gloucestershire PPG Network meetings - The PPG members are aware of these resources and as the PPG grows, we can hopefully make use of them.

AOB

PPG Notice Board – JC asked about the PPG notice board and all agreed it needed updating. Please send any suggestions to KG.

Insurance reports – DE asked about insurance reports as she was aware of backlogs. FS confirmed there had been some delays at one point due to admin oversight but problem had now been rectified.

Check in check in screens – JC asked if check in screens now working – had previously had regular periods when not making. Noted that system was much improved since we switched to a new provider about a year ago.

Repeat prescriptions – Options for ordering repeat prescriptions discussed – via NHS App, SytmOne, website or pharmacy

Agreed next meeting for approx 8-10 weeks time. KG will send invite.