**St Luke’s Patient Participation Group Meeting**

**Minutes of PPG Meeting 3rd July 2024**

**AGENDA**

**1. People Present –** DW, DC, GW, BR, LM,

**2. Apologies** – CC, PD, LH, AT

**3. Minutes from previous PPG meeting were approved,**

**4. Matters arising from last minutes**

 **a. Update on perceptions of the practice**

DW put a power point presentation to show what the practice does when the waiting area is quiet. It explained all the admin tasks that we do in the background. This was displayed on the TV screens in the waiting area. DC felt it would be better if the staff could record a video of a member of staff explaining but none of the staff had the confidence to do this. DC would try to view the TV screen content before the next meeting.

 **b. Practice website (including triage form)**

DC said he had tried using the patient triage and it worked well for him. Once he found the link, he was able to detail his issues in writing and it was actioned very quickly. As DC noted the NHS seems to be pushing the App he will look to see if this has a form of patient requested triage

 **c. Patients access messaging**

DC and DW trialled patient access messaging however, the message was sent to the GP and the practice manager. It arrived in a workflow list that we had not used before. We felt the settings could probably be changed so the message went through to reception but it would be another list to check. We already have tasks, emails and prescriptions coming through. Therefore we decided to not proceed with this at present but hopefully be able to refer patient access to the website if they need to send a message.

 **d. New phone system update**

Everyone seems to find the new phone system better as the caller knows what position he or she are in the queue. They can decide whether to stay in the queue or request a call back.

 **e. Update on PPLG**

DC informed us that the PPLG has been temporary postponed due to sickness. A future date has not been confirmed yet, or even if the PPLG will continue in it’s current form

**5. Healthwatch Walsall Report**

In Feb/March 2024, we had a visit from Health watch Walsall. They spoke with patients and staff to gain some feedback about the practice. Overall, the report was good; they made a couple of recommendations, which we have taken on board. Our phone system has been updated to a cloud based system, patients know which position they are in the queue and they can request a call back.

They did find a chair in front of the fire extinguisher, which the manager moved straight away. It appears the chair has been moved back in front of the fire extinguisher again so we will discuss this at our next practice meeting.

They also found water on the floor in the waiting area, it was raining that day so we assume it fell from a pushchair. This was acted on once reported.

**6. Update on Car Park**

Email from NHS Property Services – “*Unfortunately, this is a major scheme which requires Capital Input, Architect Design, Superior Landlord and Walsall MBC Planning approval. Therefore, I have placed this on the NHSPS Capital programme for consideration and this will allow time for lease negotiations to commence with all customers on site”.*

We will add this to our agenda each time so it is not forgotten. GW suggested we could meet with the chair of other neighbouring PPG practices to see what action to take. DW has sent an email to another practice manager in the building.

DC will try to look at the car park before our next meeting and take photos if items have been dumped. We can discuss and report to NHS property services if this is found to be an ongoing issue.

**8. NHS app and changing technology (ie Patient access, practice website etc)**

At present, we have several technology sites, which patients can use to make appointments, request prescriptions etc. It is up to the patient to use which site they prefer but we feel the NHS would like us to use the NHS app over the others as this seems to be promoted more recently. We discussed the security measures and how it is more difficult now to log in to these accounts.

DC said you cannot see when medication is next due on the NHS app but you can on patient access. DW has reported this to the NHS app team to see if it can be added.

**9. Lichfield Samuel Johnson Minor Injuries Unit**

DC informed the group about Lichfield Samuel Johnson, this is a minor injuries unit where you can walk in and wait to be seen. DC has used their service and said it was very good. He was able to park ok and the wait was very short. They booked a review appointment and this went well. DW will promote this in the waiting area as we feel many people are unaware of this service purely for relatively minor problems.

**10. GP appointments**

LM was informed that there was a long wait for a GP appointment at St Luke’s Surgery when a friend had had a thrombosis. We discussed why this may have happened, the patient could have insisted on a doctor appointment rather than a pharmacist or nurse practitioner. Appointments are available sooner with these staff rather than doctors. It is great that the Receptionist signposted her to the out of hours service as she was seen and got the correct treatment quickly. It is advisable to see a different clinician to a GP as they can always approach the doctors if needed.

**11. Sharp Boxes**

LM said her friend had to get 2 men to collect her small sharps box, there was not an option to drop this off and we felt this was a waste of resources. We did used to have them at St Luke’s Surgery however, patients often didn’t lock the lid correctly, or label the container and the waste company would not take them away. It does seem there is a significant inefficiency in the new collection regime.

**7. Next Meeting – 2nd October 2024**