

Simpson House Medical Centre

Patients Participation Group

**Minutes of the Patients Participation Group meeting held on Fri 17 Nov 2023
in the Practice Meeting Room.**

MEETING AGENDA

1. Welcome and Introductions
2. Apologies
3. Minutes of last meeting
4. Matters arising
5. Update on Current Issues at the Practice
6. Friendship Café Coffee Mornings
7. Newsletter
8. Any other business
9. Date of Next Meeting

Attendees: *(list sheet held by Bernice)*

Apologies: *(list held by Bernice)*

Welcome and Introductions

Bernice welcomed everyone to the meeting. Those present made brief introductions for the benefit of those who had not attended meetings before.

Previous Minutes

The minutes of the previous meeting were formally approved without change.

Matters Arising

Roger commented that people who come to Reception to complete a PATCHS request also delayed the queue for those needing other things, which was inefficient.

Geoff mentioned that it was also somewhat annoying that it was not possible to complete and submit an on-line PATCHS request after 4:30pm.

PATCHS

Daniel then gave an update on PATCHS.

There are currently an average of 130 clinical requests being submitted each day. The system is closed at 4:30pm so that all requests received that day can be processed before the surgery itself closes.

However, consideration is being given to allowing non-clinical requests to be submitted outside normal surgery hours.

There is also a trial underway to allow auto-completion of telephone requests using speech recognition.

It is now also possible to book blood tests via mobile.

Bernice and Geoff offered to help train people to access and use the PATCHS system.

Current Issues at the Practice

Messages: Geoff suggested that, in view of the cost of sending out text messages via SMS, consideration be given to sending out some types of information messages via WhatsApp.

Daniel and Krupa said that they would look into the possibility.

Saturday Surgery: Due to the withdrawal of funding, there are no longer any appointments available on Saturdays. However, there are more appointments being made available during the week.

Regular Monitoring Appointments: These are normally for ongoing conditions and are being initiated by the Surgery – patients don't need to request them.

Staffing: There have been a number of new staff arriving, including, Alex, who is joining the Reception team, along with 2 excellent trainees.

Friendship Café

This is going quite well, but attendance is still variable. Bernice thanked Roger, Cherry and her husband Frank for their help.

The possibility of inviting outside speakers along to discuss topics of interest is being explored, although it is possible that this may change the dynamic of the café sessions.

Newsletter

Krupa and Daniel suggested that future Newsletters should be on-line only, to avoid the costs and waste associated with printing multiple copies, which in future would only be available on request. A laminated hard-copy could be made available in Reception.

The latest edition of the Newsletter should be out within the next 2 weeks following the meeting.

AoB

Daniel advised that the Healthsense PCN (of which Simpson House is a member) had held a meeting to explore the possibility of a collaborative PPG, working together and sharing resources. It would comprise the Chairs of the individual Surgery PPGs, plus the social prescribers and would probably replace the HPPN group.

An example of shared resources might be that Simpson House may be able to utilise the drivers the Pinn Surgery already has, who can take certain patients to hospital and other similar appointments.

Date of next Meeting

The next meeting will probably be an AGM and these are generally held in April. Since the pandemic, meetings had become somewhat irregular and, in an attempt to get back onto some kind of regular schedule, it was suggested that the next meeting be on 19 April 2024, but this would be subject to confirmation nearer the time.