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| **Date** | 14/01/2020 | **Time** | 18:00 |
| **Meeting Chairs** | Samantha Timlin – Practice Manager (ST)  Danielle Caswell – Regional Manager (DC) | **Note Taker** | ST |
| **Attendees** | 2 patients of Falmouth Road Surgery  Justyna Lisiecka – Assistant Practice Manager (JL) | | |

**KEY INFORMATION**

**Next North Southwark PPG 11th March 2020**

Next PPG meetings;

16th April 2020

9th July 2020

15th October 2020

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| **Action Tracker** | **Date of meeting** | **Owner** | **Status** |
| Arrange a specific patient meeting regarding the appointment system and access to services before the next PPG meeting  **Update:** Meeting will be held on the Thursday 5th March 2020 at 11am. | 30/07/2019 | JL | Open |
| Arrange a digital workshop for the new website when it is launched and the NHS app.  **Awaiting implementation of the new website.** | 30/07/2019 | ST | Open |
| Create a noticeboard with information about the clinical team, their photograph and a short bio.  **Update:** The clinical bios are in progress. An updated team poster has been put up in the waiting room. | 13/11/2019 | JL | Open |
| Practice website and noticeboard – when the new website has been implemented the surgery and the patient group will work towards improving this information. In the meantime they will display information about the local services in the waiting area. | 13/11/2019 | JL | Open |
| Practice to share the percentage of the practice list that is registered with Patient Access and / or Dr iQ. | 14/01/2020 | JL | Open |
| Reschedule smear event | 14/01/2020 | JL | Open |
| As a practice think about how we can record patients preferred method of communication.  **Update:** Using the practice EMIS system we are now actively asking patients if they would like to be communicated with via SMS. New patients preferred method is already recorded using our registration form. We will continue to find ways of recording this and ensuring that the preferred method is first line. This is an ongoing project. |  | ST | Ongoing |
| Noted action points to go towards the end of the meeting, there should also be an outcome/update section and a target date where appropriate. | 30/07/2019 | DC | Closed |
| Implement clinician specific FFT cards at the practice | 30/07/2019 | ST | Closed |
| Add meeting minutes to the practice website in good time | 30/07/2019 | ST | Closed |
| Future meeting dates and agendas to be uploaded to the website in good time, a link to share the agenda to be sent via SMS prior to the meeting | 30/07/2019 | ST | Closed |
| Same day access audit to check what time the last same day appointment was booked over a 2 week period (telephone consult or face to face consult). To be shared with the patient group.  **This has been completed by ST over a 4 week period. An issue with access was identified on a Wednesday; a locum GP has been put in post for a Wednesday evening until a substantive post can be filled. Attached.** | 30/07/2019 | ST | Closed |
| Look into additional signage to include opening hours and contact information for when the surgery is closed  **An A3 lockable noticeboard has been installed. Patients were asked what should be in there. Patients asked for the information about opening hours and contact details for the practice. They did not feel there was a need for any other additional information as it would become too busy. Poster to be completed and displayed.** | 30/07/2019 | ST | Closed |
| The patients were informed that we do have a leaflet about referrals available at reception which does offer some of this information to patients. These will be made readily available in the clinical rooms. | 13/11/2019 | JL | Closed |
| Evening and weekend appointments are already available to patients, the patients in this group were not aware. The surgery will work towards advertising the evening and weekend appointments to ensure patients are aware that this is access that is available to them. | 13/11/2019 | JL | Closed |

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| **Agenda Item** | **Discussion** |
| **Introductions** | Patients and staff introduced themselves |
| **Matters arising from previous meeting minutes** | *Please see updates in the action tracker above* |
| **Dr iQ -** | Dr iQ is the surgeries new app and is available to patients registered with Falmouth Road Surgery. It is currently online available for patients that are aged 16 and over.  Dr. iQ is an online consultation platform for NHS patients that provides the following benefits for patients –  Online consultations  Request appointments  Order repeat medication and set reminders  To sign up to Dr iQ patients are asked to provide 2 forms of ID and short video of themselves. One member queried why patients have to provide this information as they do not have to for Patient Access. DC explained that this is in line with guidance and the same information is needed when patients sign up to the NHS app.  We discussed sharing the percentage of patients registered with the app in the next meeting. |
| **Cervical smear screening event – 5th February 2020** | The practice has started a project to increase the uptake of cervical smear screening. They will be holding an event on the **5th February 2020 at 6pm**.  Refreshments will be provided and eligible patients will be able to walk in and have their smear taken by the practice nurse. In addition to this the practice now has smear information posters in various different languages.  **This has being rescheduled as waiting for a date from Jo’s Trust as they were unable to attend on the 5th February 2020 at 6pm.**  Members discussed how the practice can increase the uptake of cervical screening. Suggestions were:   * Specify that a female will be carrying out the procedure * Staff to offer patients to have a chaperone when recalling * Develop links within the local community who could help to educate patients on the importance of cervical screening |
| **Future events** | Parked until next meeting. |
| **AOB** | Practice to engage more on social media regarding patient engagement events and what will be discussed at PPG meetings. |