**Minutes for the Uni-City Medical Centre Patient Participation Group Meeting**

**Date: Wednesday 15th November 2023**

**Time: 12.30-2pm**

**Venue: Uni-City Medical Centre**

**Present:** BW- Chair, Lucinda Potter (LP), Stephanie Murray (SM), Bernard Klementz (BK), Dawn Ingham (DI), Samantha Savin (SS), Amanda Woolridge (AW), Student Union Welfare Officer (IB), 15 patients (names removed due to data protection)

**Apologies:** 3 patients (names removed due to data protection)

**Note Taker:** Samantha Savin, approved by BW

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| **Agenda Item** | **Discussion** | **Action** |
| **1.** | **Introductions** |  |
|  | BW welcomed those present to the meeting, including IB, Student Union Welfare Officer who is here as student representation. |  |
| **2.** | **Consideration of matters arising from the previous meeting** |  |
| ***2.1*** | *3.7 -Website- to be discussed further in meeting* |  |
| ***2.2*** | *3.8 Current Issues- DNA rate*  SS explained that DNA rate for Uni-City has the highest rate across the PCN. She explained that the DNA rates improved over the summer but had now worsened. DNA rates in August- 323, September 290 then October 423. There was a concern from PPG members that this may be due to students returning. SS explained that ‘this could be a factor but that there was an issue with some clinics not being sent reminder messages and this has now been resolved’. BW asked if there is a way of cancelling appts that doesn’t include phoning. LP and SS explained that ‘patients can cancel through reminder messages, through NHS app/systm one and in person’. | Will remain as an ongoing action. |
| ***2.3*** | 3.8 *Current issues – Feedback*  SS explained that the feedback for the practice through Friends and Family test has improved and more patients are engaging in this. A concern was raised that there aren’t easy ways to provide feedback. SS explained that ‘there are paper Friends and Family Forms in reception, and it can be completed through the messages sent through Working Feedback and on the website’. |  |
| ***2.4*** | 3.8 *Current Issues- E-consult availability*  SM explained that the e-consults will remain to two hours a day. She explained that ‘this is because patients have numerous ways to contact the practice and that we can receive up to 50 e-consults a day in the time that is available’. She explained that ‘if the time e-consults were available increased then this would put extra pressure on staff to complete the process’. SM also explained that ‘the PCN are looking to incorporate an Artificial intelligence that will be available all day’. |  |
| ***2.5*** | *3.8 Current issues- Online appointments*  BW showed concern that there were not more appointments available online. LP explained that patients are only given a selection of appointments as patients aren’t booking what is available so far correctly and that this is leading to issues. SS explained that for the moment the online appointments will not be increasing until patients are aware of what is appropriate to book online. It was decided that more patient education is required to book appointments appropriately and correctly. BW mentioned that other practices have more appointments available online. KA suggested that this may be because the patients can’t get through to their practice to book appointments, but this isn’t the case at Uni-City as getting through on the phone isn’t a problem. | Practice Staff to address how and why patients book appointments and how patients can be educated to book appropriately. |
| ***2.6*** | *3.8 Current issues- Poster for students to join PPG*  Poster was seen and approved by PPG members, poster to be sent to Student Union Welfare Officer | SS- to send poster to IB |
| ***2.7*** | *3.8 Current Issues- Poster to inform patients to ask for privacy at reception.* SS explained that there is a poster in reception. DI said that patients have noticed this, and more patients have asked to discuss their issue in private. |  |
| ***2.8*** | *4.3 Scheduling of meetings- ‘form for rolling agenda’*  BW suggested that all meetings should have a rolling agenda as a standard but other item should be added as required. SS suggested that if patients have agenda items, then they can email the PPG email. |  |
| ***2.9*** | *4.4 Newsletter- to be discussed further in meeting* |  |
| **3.** | **Practice update** |  |
| *3.1*  *Website Development* | There was a consensus that the new website was a ‘disappointment’ and needs some improvement. SS asked patients to give ideas on what could be added to improve the website. PPG members asked that the practice staff need to consider their priority for website, either as a way of booking appointments or for information only. SS explained that patient education will be most important. A patient suggested that ways to provide feedback should be more obvious. BW asked if profiles and photos could be added to clinicians on staff page. A suggestion was made that students or staff at the University could be involved in helping to improve the website. IB suggested that the University also faces difficulties when trying to enrol students/staff in improving their website. LP informed the group that the website is in line with what the NHS is expecting at that there are limitations with what we can add/change. | Practice staff to decide on their purpose for website.  SS to discuss with website provider ways for pts to give feedback in a more obvious way/ to add staff bios and photos. |
| *3.2*  *Newsletter* | SS showed PPG members a draft copy of the newsletter and it was agreed that a newsletter would be a good idea for the patients who aren’t aware of current affairs within the GP practice. It was decided that the newsletter should be published 3 monthly, should be separate from PPG, and patients should have the option to opt in or out of directly receiving the newsletter. The newsletter will also be added to the website and printed to be put in the waiting rooms. A comment was made that students like newsletters and will read it if it’s sent to them. | SS to invite patients to opt in for the newsletter.  SS to produce a quarterly newsletter |
| *3.3*  *Patient Feedback* | This was discussed within Consideration of matters arising from the previous meeting and no further comments were made. |  |
| **4.** | **Issues raised in advance by members or others and approved by the Chair** |  |
| **4.1** | Clarification of the role and purpose of the PPG  SS passed around and read an extract from the document ‘The Patient Participation Group’, Aims and Objectives of Uni-City Medical Centre PPG’. She explained that the PPG are expected to ‘act as a friend’ and ‘provide a patient perspective of the quality of service’.BW expressed that he expected to run an informal discussion group to get useful input from the meeting. It was suggested that lack of student involvement was on ongoing concern. | Student Welfare officer/ student representative to encourage student patients to attend meetings. |
| **4**.2 | Student Representation- Student Union Welfare Officer  IB was introduced by BW. IB explained that when she first came to university, she found it hard and wasn’t sure what was expected or how the GP worked. She saved her (medical) complaints up until she went home. She explained that she can encourage students to register but can’t give a preference or force them. LP explained that although we understand this, patients’ expectations to be registered and seen on the same day is unrealistic and that students should be made aware of this. IB confirmed that they used to send out information at freshers, but you can’t force people to read the information that they have been given or force them to register with a GP. KA asked if the practice staff still visits the University to offer guidance with registering. SM explained that they haven’t been able to do this since before covid and that all the contacts they had with the university have now moved on. IB will ask the University if there is a way something can be reinstated to help patients and take pressure from the practice staff. | Student Welfare Officer to discuss option of practice staff being able to offer students advice with registering/ how the NHS works. |
| **4**.3 | Telephone answering – lunchtime telephone closure  BW asked if the lunchtime telephone closure will remain. SM explained that the lunchtime telephone closure happens so that staff have the time to catch up with other work that they are required to do. She explained that if staff are answering calls all morning and afternoon then they are not being given time to complete other tasks. She explained that meetings and lunchbreaks also happen during this time. PPG members thanked SM for her input and was pleased that they had an insight into why the closure happened. |  |
| **5.** | **Any other business** |  |
| **5.1** | There was a concern raised that students, especially international students are unaware of the correct procedure to register. It was suggested that practice staff creates videos on how to register with a practice and what to expect with their registration. | SS to explore ways to educate students/international students on how the NHS works. |
| **5.2** | KA announced that she should we willing to take on the role of chair. This was approved and seconded by PPG members. KA will transition to be the new PPG chair with the support of current Chair and SS |  |
| **6.** | **Date of next meeting** |  |
|  | Next meeting will be scheduled for February 2024 It was suggested that the meeting be held in the evening at the next meeting. It was decided that meetings will be alternated to one in the evening and one at lunchtime moving forward. |  |

BW thanked those present for attending.

Meeting adjourned at 1.50pm