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

**Date: Wednesday 17th July 2024**

**Time: 12.30-2pm**

**Venue: Uni-City Medical Centre**

**Present:** KA- Chair, Lucinda Potter (LP), Samantha Savin (SS), six patients (names removed due to data protection), CS University Student Welfare Office, Representative from Wellbeing Service

**Apologies:** one patient

**Note Taker:** Samantha Savin, minutes approved by KA.

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| **Agenda Item** | **Discussion** | **Action** |
| **1.** | **Introductions** |  |
|  | KA welcomed those present to the meeting.  CS University Student Welfare Office was welcomed to the PPG meeting. |  |
| **2.** | **Consideration of matters arising from the previous meeting** |  |
| **2.1** | *2.2 DNA (Do Not Attend) rate.*  *SS explained that DNA rate has improved since last meeting. She explained that a breakdown of DNAs between January and July has been completed. This was shown to the PPG members. These were discussed. DNA rates have reduced and are ‘in line’ with DNA rates in the area. It was asked if ‘voluntary markers’ could be added to patient records to inform staff if patients have certain impairments.* |  |
| **2.2** | *5.2 Additional NHS Services*  *SS Confirmed that Dentaid has been added to Uni-website as a newsfeed and to the PCN website as a local service. Other services are being broadcasted as ‘news’ items on the Uni-City webpage as they are found and that they have been including on the Brunel PCN website.* |  |
| **2.3** | *5.3 Presentations from outside services.*  *SS explained that so far, we have been able to source a few services to come and speak at PPG meetings and more will be invited as they are found and if they can attend when meeting is arranged.* |  |
| **2.4** | *5.5 Out of Hours*  *SS explained that OOH appointments have been increased in the evening as phone calls only after considering PPG members opinions, and further concerns regarding safety in winter, car parking facilities etc.* |  |
| **3.** | **Public Health Talk- Wellbeing Service** |  |
|  | Leah from Public Health introduced her role within the Wellbeing Service. She promoted the services that Wellbeing can offer to people, eighteen plus, living in PO1 – PO6, including weight management, smoking cessation, and alcohol reduction. More information and how to self-refer can be found on their website; https://www.wellbeingportsmouth.co.uk/ |  |
| **4.** | **Practice update** |  |
| **4.1**  *Overall Patient Data* | SS provided some figures for patient data including current patient list size (18,906) The student to non-student ratio and current ethnicity of the practice population. A comment was made that international students can cause issues with DNA’s and complaints as they do not fully understand how the NHS works. CS will discuss this with the global team to see if more information can be given to internation students on their induction into university. CS also mentioned that the number of International Students will fall due to the recent rule changes regarding dependants. |  |
| *4.2*  *Changes to staffing* | LP explained that Dr Klemenz will be cutting down his working days to Thursday and Friday and that two new part time GPs will be helping to cover his hours. |  |
| *3.3*  *Systm Connect* | SS introduced SystmConnect to the PPG members as a new Digital solution for patients to make routine requests. This will eventually replace e-consults. There were some concerns that patients may be ‘left behind’ if unable to use digital. LP reassured those present that they will still be able to call/ visit reception. |  |
| **5.** | **Issues raised in advance by members or others and approved by the Chair** |  |
| **5.1**  Repeat prescriptions | KA asked if there have been problems with giving meds as her request took over 2 weeks to be completed. LP explained that there is a new Pharmacy team and that they are still trying to put systems in place to manage requests and that this may be causing delays. |  |
| **5.3**  Physical exercises for different age groups | This patient did not attend the meeting; however, SS informed those present that groups can be found using the HIVE website or through Facebook. The members asked if it was still worth it as many of them had deactivated their accounts.  SS also explained that community services are on the Brunel PCN website. | SS to find out if it is worth keeping the Uni-City Facebook account open. |
| **5.** | **Any other business** |  |
| **5.1** | A member informed LP that in their last consultations the GP sat and talked to the screen, and they found this unhelpful due to their medical issues. LP will investigate this and discuss with the clinician. | LP to discuss with clinician |
| **5.2** | A member suggested that we investigate the way we are communicating to patients regarding meeting dates etc as there was not a great turn out to the meeting. SS explained that more people had said they were coming but did not turn up. | SS will send out invites using email and SMS. |
| **6.** | **Date of next meeting** |  |
|  | The next meeting will be scheduled for early October, date to be confirmed. |  |

KA thanked those present for attending.

Meeting adjourned at 1.35pm