

Firsway Health Centre

Patient Participation Group

Notes of the meeting held on 4 November 2021 at 2pm at Firsway Health Centre

Present: Georgina Jameson, Lynne Morris, Mike Chidgey, David Howling, Paula Lea, Malcolm Howells

1. Apologies for absence

Louise Saunders

2. Minutes of the previous meeting

These were confirmed as a correct record

3. Practice Update

a) Staffing

The practice has recruited a new GP for 6 sessions to assist with alleviating the increasing workload and allow for additional appointments each day. It was hoped to recruit a further GP in due course.

b) Website

Lynne Morris had kindly provided some feedback on the website to Louise who would be following this up with Dr Nicki Linscott and would report back to the PPG at the next meeting.

c) Phone Message

Paula reported that the phone system messages whilst patients were on hold were in the process of being updated but had been delayed due to staff absence.

4. Efficiency & Effectiveness

Friends and Family and AskmyGP feedback: Paula reported that patient feedback was consistently good and 97% of patients had left positive feedback during October 2021. The PPG noted that this information was considered and reviewed at each Management Meeting and that all negative feedback was followed up. Paula advised the PPG that the practice was experiencing a higher than normal volume of abuse from patients and that a message had been sent to all patients about the NHS's zero tolerance policy. Paula also reported that all compliments received from patients (which had increased too recently) was shared with staff. David asked that a message go out to staff from the PPG thanking them for their efforts.

5. COVID and Flu Update

Boosters were continuing to be provided as a joint Network effort, at the Life Centre. Flu was now being managed within the practice and the PPG were advised of the delays to deliveries of the flu vaccine which had caused the flu campaign to be delayed again this year. PPG members fed back that the flu clinics that they had attended had been well run. Paula thanked Georgina and Lynne for their help with the clinics on 1 November 2021 and 8 November 2021. Both volunteered again to held with the clinic on 13 November 2021. This was gratefully accepted. David also volunteered and Paula agreed to let him know if any further volunteers were needed.

6. **AskMyGP**

Paula reported that the Practice was still mandated to provide a digital access system for patients but that the practice would be reviewing whether to continue with the AskmyGP platform or move to an alternative (moving was the likely option). The Practice had also recently reviewed the appointment system and it had been agreed that forward-bookable routine appointments would be made available for patients in the coming weeks, at the request of patients. The PPG welcomed this development.

7. **Any other business**

Paula advised the PPG that she would be leaving Firsway on 31 December 2021. She thanked the PPG for their engagement and for their support over the previous 6 years. The PPG would continue to operate under the direction of Louise Saunders and a schedule of meetings for 2022 would be put together and circulated in due course. The PPG thanked Paula for her work and wished her well for the future.

8. **Date of Next Meeting**

To be confirmed.