

Moatfield Surgery Patient Participation Group Meeting

16/07/2024

Summary of agreed actions:

- The next meeting will be held at Moatfield Surgery on Wednesday the 23rd of October at 19:00
- 2 WhatsApp groups were created. The 1st for the wider group including all those in attendance. Those unable to attend will be added as and when they have given consent. The 2nd for the chair, vice chair, secretary and practice representative to discuss and plan meeting agendas.
- Write a message informing patients about the PPG which will be shared on the practice website and notice boards + digital displays.
- Explore other established PPGs and identify any good ideas/approaches. All group members are welcome to explore this too.
- All group members are to read the proposed Terms of Reference (TOR) to highlight any necessary amendments.

Introductions

- At the start of the meeting, everyone introduced themselves and shared why they wanted to be a part of the Moatfield PPG.

Group Roles

- The group agreed on the following roles:
 - Chair
 - Vice Chair
 - Secretary

Terms of Reference (TOR)

- Agreed that everyone will review the proposed TOR and feedback on any suggested changes before agreement at the next meeting.

Proposed communication channels

- Discussion regarding how the PPG will communicate internally, with the Practice and with the wider patient population.
- Internal communication:
 - Two WhatsApp groups will be created. The first will be used as the primary channel for group members to discuss and communicate with one another. The second is for the Chair, Vice Chair, Secretary and practice representative to establish meeting agendas.

- PPG – Practice communication:
 - The practice representative will be the point of contact for the practice. Feedback during meetings and via emails will be the primary mode of communication.
- PPG – Patient communication:
 - The following ideas were suggested as means to communicate with the wider patient population:
 - Social media posts + pages
 - Patient-wide text message
 - Waiting room display screens
 - Notice boards
 - Suggestion/PPG box within the practice
 - In-person presence at the practice
 - Moatfield website – PPG page
 - PPG email address
 - Of these ideas, it was agreed that a message needs to be put together to go onto the practice website and notice boards informing patients of the PPG group.
- 2 concerns were discussed:
 - What should the group do if it receives personal queries from patients
 - Agreed that the group needs to be clear on its boundaries at the start and communicate these clearly with the patient population.
 - Any personal queries would be redirected to the practice generic email inbox or telephone number. If it is a complaint, these can also be redirected to the generic practice inbox.
 - Is it better to begin with a drip-fed approach to avoid being overwhelmed by the number of contacts?
 - Agreed that we would initially communicate via the website and notice boards before expanding this at a later stage.

PPG Examples

- To avoid reinventing the wheel, the group agreed that it would be a good idea to look into other PPGs that are working well and extract any ideas from them.
- The practice representative will put a message out to other practices to see if any PPGs are working well and they would be happy to talk about what they are doing with us.

Practice Pinch points

- The practice is currently reviewing its access model and appointment system. Once the lead ideas have been identified, they will need input from the PPG.
- Increasing the awareness of the diverse clinical team within the practice beyond GPs.
- Improving links with community groups and organisations that would be well-placed to help with many patient queries.
- Interaction and understanding of how general practice links with hospitals and other secondary care services. Many patients are sent back and forth being told one thing by the hospital and another by the practice meanwhile they aren't getting the care they need.

- Implementation of ongoing and future projects – for instance, the introduction of care coordination training into our patient services team and what that means from a patient perspective

Next Meeting

- Different dates and days were proposed with an agreement to rotate the day of the meeting each time.
- The next meeting is scheduled for Wednesday the 23rd of October at 19:00. This meeting will be held at Moatfield Surgery in the upstairs meeting room. This is accessed by a door at the front of the building (there will be clear signage on the day).