

Minutes of PPG meeting held on 23rd October 2024

Terms of reference was agreed in principle by all those in attendance. The use of e-mail addresses for circulating agenda and minutes was also agreed.

1 Feedback on other Patient Participation Groups (PPGs)

St Lawrence surgery in Worthing have a very active PPG which also includes a fund raising element. They have a strollers group where people go walking together. They also have a choir.

A Haywards Heath surgery use the PPG to cascade messages out to the wider patient population.

Liliput surgery in Dorset have a very community led group which runs a bit like a PTA. They hold a PPG surgery every six weeks like a drop in session. It initially took about six months to get the moaning out of the way. They run various groups such as parenting groups which allows younger demographic to get involved they also run patient transport and other services. They even run day trips for pensioners to garden centres they also organise guest speakers to come in and help patients take a lead on their own health issues.

Various ideas of what the Moatfield PPG could do in time we discussed such as going out to schools to engage with young people running cookery classes and having volunteers from the PPG to help people with checking in for appointments.

Some PPG's also attend NAP meetings for which Michael has now got details.

A copy of the modality terms of reference were obtained & a copy of the questionnaire and responses from Ashdown health centre were also provided which could be used as a basis for questionnaire that we could send out in the future.

Lingfield surgery have a buddy scheme to help people with patient access in the NHS app. This was felt to be a good idea. Many of the patients may also face issues with MFA (Multi-Factor Authentication) and could possibly benefit from help with tech

issues. This is especially important as online registration is coming for new patients from the end of October.

There was a brief discussion on where Moatfield PPG could hold meetings in order to engage with a wider cross section of people that used the surgery services. Ideas included within the surgery play groups and other communities centres such as the library or Glenview centre.

2 Review of recent well-being event

CC and AM attended the event. The majority of the people in attendance were either elderly or there representing the various groups. The event highlighted all the different services available in the area. It became apparent that various different directories exist and perhaps we could compile one ourselves that could possibly be broken into user specific sections so for example young people would be able to see what services were available that they may want to use. It was felt the aim of the event was to help people take ownership of their own needs.

3 Enhancing the role of the PPG as a conduit between the Practice and patients

Ideas for how to publicise the PPG and what we do amongst patients were discussed. A web page wallboard and ideas box had been previously discussed. It was felt that these were all worth proceeding with. It was also felt that having a PPG e-mail inbox where patients could e-mail in with their thoughts and suggestions would be a good idea. MB had spoken to the IT team at Moatfield and it was felt that the PPG e-mail address should not be in an HS account. The IT team could help with setting up a form so that anybody wanting to e-mail would have to agree that they would not be sending anything inappropriate and it would be made clear that no response would be sent and also that private details should not be shared follow this route. If somebody had a specific item they needed raised they should liaise with the Moatfield team directly. AM very kindly offered to check the emails and produce quarterly summaries of themes that could then be shared for discussion at the PPG meetings. It was felt it would be a good idea once the web page was up and running to upload the minutes.

Ideas of other ways of publicising the PPG within discussed and it was felt that possibly having posters up in public places such as the library and community spaces would be useful. Adding QR codes to the posters would make it easier for those that wanted to access the page. A regular newsletter could also be produced. Crawley down surgery hand deliver newsletters to peoples letter boxes. It was suggested that we could send text to all but MB explained that the surgery is tact on text message usage.

4 Strategies to improve patient representation

It was felt it might be helpful for volunteers from the PPG to come in and speak to different groups by coming in on days when certain clinics are run for example vaccination clinics for babies would help with the improving representation and gathering views from younger people in the difficult to reach 18 to 30 demographic. MB said he would send a list of days and times that clinics are on for those volunteers that are able to come in to speak to people whilst they wait. Having volunteers at something like the flu vaccination clinics was also felt to be a good idea as that would be a captive audience of Moatfield patients whereas some of these other locations may well not be exclusively Moatfield patients

5 Discussion on inviting guests to future meetings

The discussion on whether inviting guest speakers to the meetings was a good idea. MB thought that the social prescriber would be a good place to start as she has a wealth of knowledge to share many people would not know about with regards to services available. The pharmacy attached to the surgery is also keen to come and speak at the group. The group felt this was a good idea but thought that it would be imperative to ensure good attendance for these meetings. It was suggested that once we were more established we could even open up the meetings to the wider patient population.

6 Practice news update: Appointment System Changes

NHS England are aiming for improved access. They feel a “digital front door” would help triage and prioritise appointments. The practice would like to build in routine capacity. This would hopefully allow for those that need on the day appointments to be prioritised and those that don't need to be seen immediately could be given an appointment at a later date. Moatfield are later adopters as they have been watching to see how the various different options at other surgeries have fared before making a final decision on which system to implement at Moatfield. There are four options for which MB will send more details through via e-mail so that we can then evaluate and send any feedback.

Date of next meeting 7:00 PM Tuesday 28th January 2025