**PPG Meeting**

**Wednesday 3rd September**

**Hybrid meeting held in the Surgery and on Microsoft Teams**

**Attendees**

**PPG:** Mike Etkind (Chair), John Deakin, Bob Cox, Jackie Walker, Gita Kadirgamar and Alice McMurdo (Minute taker)

**Surgery:** Dr Sian Roberts and Laura Russell

**Meeting minutes:**

1. Welcome & apologies

Mike opened the meeting.

1. Minutes from last meeting and matters arising:
   * Communicating options of video appointments and a quiet space to talk to receptionist

Laura shared that they are exploring having a tablet available so patients can complete their own triage on it. A notice went up following our last meeting to make patients aware of the private space that is available and there has been an increase in use of this since. Mike thanked Laura for doing this.

Video appointments are available on request, this is advertised on the website, though there has only been one conducted which was at the request of the surgery as the patient couldn’t come in. Overall, the surgery prefer face to face appointments over video calls.

* Self-help tab [Bucks Health Hub directory](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fbuckshealthservices.co.uk%2Fabout-us%2F&data=05%7C02%7Calice.mcmurdo%40buckinghamshire.gov.uk%7Cc53ab2b9c0a8495e16b408ddeb96cf8d%7C7fb976b99e2848e180861ddabecf82a0%7C0%7C0%7C638925755652973858%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=YSweiYJGe9UOMoFYqlCxR67Qkj7XvIzjNtQ9andC5Z4%3D&reserved=0)

Mike updated that this was created by a GP based in South Bucks, but the ICB have said it is not currently being maintained. Laura will explore if there was anyone she could contact about taking on this responsibility.

* Action to recruit PPG committee members

Dr Stanbrook and the nurses have been actively trying to recruit patients and there is now an additional form for new patients registering online asking them if they want to join. It was also included in the newsletter and will go out in the next one.

John suggested identifying specific skills needed within the PPG to better target potential members and highlight the value they could bring.

Mike mentioned that he will have been chair for 10 years by next Spring and would be considering whether he wanted to continue beyond then.

* Mike noted with thanks that the ADHD action from the previous meeting had been done.
* Update on PPG fund

There was no response to the ‘Friends’ piece in the newsletter.

Laura explained an issue with the PPG account due to it being made dormant, but this is close to being resolved after lots of back and forth with Barclay’s.

1. Surgery update (including: 10-year plan, Chiltern INT, nurse recruitment update, receptionist vacancy filled, impact of new comms on online triage

Triage Report - Laura went through the report with the group. In summary the wait times for patients calling the surgery have not changed; since the online triage started there has been a reduction in the calls to the surgery first thing and instead the calls are more balanced through the day. There is now more opportunity to see patients with urgent requests on the same day, but routine appointments have had to reduce to do this.

If the lead time for appointments exceeds two weeks, then they can look at releasing more appointments.

1. Managing all-day online triage from October

Laura and Dr Roberts both stressed how important the ability to be able to close the triage is to maintain safety for both patients and staff and that having the triage open all day is not achievable. While there may be some access available at some point all day it will not be full triage – there are ongoing discussions with the ICB about this. Currently only the GPs are handling the triage. Laura will send the committee an electronic copy of her report on online triage

The surgery won’t be sending anyone to the initial Chiltern Integrated Neighbourhood Team meeting next week.

Staffing Update – Helen, who is a district nurse that they plan to upskill, starts on Friday working one day a week. Another candidate has been interviewed for the remaining hours, and they are hopeful that they will be offering the position to them to fill the hours.

As of yesterday, the reception team is fully staffed.

Online triage - Laura shared that the Accurx software won’t be changed by the ICB as they will be adopting the one currently in place for all.

Flu jabs – The plan will be determined at the staff meeting taking place after PPG meeting today. It was agreed the PPG will look into supporting if needed. The surgery cannot administer the jabs until 1st October, and patients will be sent a text inviting them to book into the clinics. Covid jabs will go back to being done at the surgery, so they will be administering covid, flu, and shingles.

1. 2025 GP patient survey results

Mike reported that some scores have gone down, which could be linked to the triage, and suggested that the surgery address these during their meeting and consider if any changes to their service are needed. Laura advised she has already written a report in response to this, and it will be shared with the group.

1. Tackling increasing patient abuse and continuing levels of DNAs

Laura reported a significant increase in moans, and they have implemented a stricter policy for abusive patients. She will consider the suggestions in Mike’s email to her of 4th July. Mike asked if any change in policy could be shared with the group to gain our perspectives. Gita suggested a sign going up in the surgery regarding behaviour. Mike has drafted a newsletter item about patient abuse.

Mike asked if the surgery were aware and letting patients know they can use the NHS app to copy appointments into their calendars and Laura wasn’t aware but will look into it.

1. AOB

Dr Stanbrook tweaked one questions slightly but the surgery is happy with the questions proposed for the PPG survey.

The friends and family test is currently at 93% and quarterly statistics are being shared on the website which includes call and appointments numbers, and this score is shared with the ICB.

Mike suggested the surgery putting together a video to show to patients what happens during triage and how it works. Laura responded that there is a training video from Accurx, and they have been looking at doing a spotlight/possibly a podcast on triage to show patients what happens after they have completed the form.

Laura thought that they would be able to manage this year’s flu clinic without volunteer marshals organised by the PPG.

The surgery is waiting for the local MP to attend to discuss the 10-year plan so they can share some concerns.

Actions:

* Mike to create a handout about joining the PPG for surgery staff to hand out to patients
* Laura to explore if there is anyone she can contact about the self-help information being maintained
* Laura to share a copy of the triage and GP survey reports with the PPG
* Laura to explore sharing with patients using the NHS app to sync appointments into calendars
* Surgery to consider putting out information/video to show how online triage requests are dealt with
* Alice to arrange next PPG meeting with Laura