

# Wellfield Health Centre

## Patient Participation Group Meeting (PPG)

### 22.01.2025

<b>Present:</b>	<b>Alison Flannery (Practice Manager) – AF</b> <b>Jennifer Collins (Assistant Practice Manager) – JC</b> <b>MP</b> <b>LS</b> <b>BD</b> <b>BS</b>	
<b>Agenda Item</b>	<b>Discussion</b>	<b>Action</b>
<b>Introductions</b>	PPG member re-introduced themselves for any new members.	
<b>Review and agree previous minutes and actions</b>	Reviewed and agreed minutes. Previous actions all completed.	Jenny to circulate the minutes following the meeting. As not occurred last time.
<b>Patient Survey</b>	<p>National Patient Survey results were poor and the sample small. The practice is considering doing our own local survey to a bigger sample of patients. The idea is to give out the survey to patients who are visiting the practice as they have more recent knowledge of our we function, over a certain number of days.</p> <p>We are having a visit for the Quality Team at the ICB in early March and we are hoping the results from our own survey will help demonstrate the current position we're in.</p> <p>LS - ?consider putting option for N/A on the survey.</p>	
<b>Flu</b>	<p>Uptake in all three key groups is currently the same as last year. 65+ / Children / Under 65 at clinical risk. However, we still have vaccine remaining because we have been set a target 10% higher this year.</p> <p>LS enquired if the RSV vaccine had a good uptake, however, searches available to us do not show uptake, just the outstanding patients, however Alison confirmed that uptake hadn't been as much as flu.</p> <p>The PPG members are asked to share any ideas to help with increasing the uptake. MP says patient comms could</p>	

	<p>be more in abundance particularly on the waiting room screen.</p> <p>BS shares that some frontline staff didn't even have their flu jab. Alison confirms that we had seen a decrease in the number of staff wanting the Covid vaccine this year.</p> <p>BD suggests reception staff highlight the patients who are eligible for a flu vaccine.</p> <p>PPG agree that Saturday clinics are a good idea so the practice will look at having more vaccinators on the Saturday and see if we can increase the uptake earlier in the season.</p>	
<p><b>NHS App</b></p>	<p>MP shares she recently had a notification reminder of a Neuro appointment for the first time ever.</p> <p>The practice currently has a patient usage of 50%.</p> <p>We are hosting another NHS app session on 24<sup>th</sup> February for any patients who want any help to sign up or navigate the NHS app.</p> <p>LS advises that she doesn't have a phone compatible with apps.</p> <p>BD asks what appointments are available on the NHS App. Jenny explains that we have been attempting to increase the number of nurse appointments available online however it has become apparent that patients are still inappropriate for the clinic they've booked into.</p> <p>BD ask for clarification on how pre-bookable appointments are already booked when no-one can get an appointment. Jenny clarifies that the practice offers appointments up to two weeks ahead. Follow up appointments are also generated from hospitals, GP reviews, test results etc.</p>	
<p><b>Collective Action</b></p>	<p>Alison explains that the practice is no longer prescribing on behalf of other services or taking blood tests that contractually should have a prescriber within their own team. This means that the GP's are able to focus on the patient care we generate internally and any necessary follow-up. Services</p>	

	<p>that request diagnostics and medication from us include: Podiatry Respiratory Referral letters Blood tests</p> <p>BS wonders how many secretaries are employed by the Consultants as the time delay on the letters etc is quite a while. Jenny agreed that she has noticed the time delay due to her own personal experience.</p>	
<b>End of year targets (Quality and Outcome Frameworks)</b>	<p>Alison explains that it's a stream that sets out standards that need to be met within a fiscal year e.g diabetic review, foot checks, blood pressures.</p> <p>We are now in the last quarter and we will try to target the patients who have not engaged.</p>	
<b>AOB</b>	<p>BS wondered if the GP Partners all had the same share in the practice. Alison confirmed that share is based on sessional commitment.</p> <p>MP and LS advised that they ordered their medication and received a text from the pharmacy on the same day that it was ready.</p>	Jenny will feedback the positive feedback to the reception team.
<b>Ideas for next meeting:</b>	<p>A day in the life of each role within the practice. Results of our local patient survey. Quality Visit feedback. Consider explaining QOF in more detail at a future meeting.</p>	
<b>Next Meeting</b>	30 <sup>th</sup> April @ 5.30pm	