**The Grove Medical Centre**

**PPG Meeting Minutes – 14.11.22**

**Present – Brenda, Bridie, Donna, Gary, Karen, Pat**

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|  | **Item** |
| **1.** | **Enhanced Access** |
| Enhanced Access up and running and working well. A lot of the earlier problems have now been resolved. Gary mentioned that tasks were being sent to individual staff members instead of the correct groups so not all task were being picked.  The service is currently operating from Fairbrook for Borehamwood area, but also appointments in Potters Bar, Radlett and Bushey. The Grove will host Borehamwood from April 2023.  The service offers appointments with GPs, ANPs, Physios and Clinical Pharmacists. This is a range of telephone and face to face appointments. The appointments are between 5-8pm on weekdays and 9am – 5pm on Saturdays. |
| Action: n/a |
| **2.** | **Newsletter** |
| Donna has altered the template of the newsletter and removed the image in the background. The current newsletter will be three pages, but the Practice would like to condense down to a two-sided newsletter for next quarter.  Details of the social prescriber have been added to the newsletter as she can support with the social needs of the patients, which would be very beneficial with the current cost of living crisis. |
| Action: Donna to send template to Karen |
| **3.** | **Website** |
| Looking much better. Information has been updated and is understandable.  PPG to continue reviewing the website information and report back any issues/ideas. |
| Action: PPG to continue reviewing website |
| 4. | **Transport Issues** |
| Concerns raised by the PPG that patients who rely on public transport will not be able to access services in west herts hospitals due to the lack of services.  Gary advised that public transport is outside of Practice/Primary care control.  Karen agreed to draft a letter for the council to highlight concerns with transport links. |
| Action: Karen to draft a letter and circulate |
| **5.** | **Missed calls from patients** |
| The PPG would like for Practice staff to leave messages when attempting to call patients. This is not currently happening, and patients are unsure of who has called them.  The Practice staff should be documenting this on the patient record, but this is not always the case. |
| Action: Gary to discuss with the Practice staff |
| **6.** | **Care Coordinators** |
| Bridie raised concerns with the care coordinators not following up on actions. It took several days of contacting the patient to get to the result of a query. However, the CC had advised that they would pass concerns on to the GP and to expect some contact back.  Gary advised that the care coordinators are in Practice to join up the care of the patient and the clinicians in the Practice, generally resolving issues within their scope.  This sounds like a personal case that would need to be investigated if Bridie still had concerns. |
| Action: n/a |