**The Grove Medical Centre**

**PPG Meeting Minutes – 09.05.22**

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

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|  | **Item** |
| **1.** | **Website** |
| Bridie – Website not very user friendly and information not up to date. Not very clear regarding how to book appointments.  |
| Action: PPG and Donna to meet to and discuss website and how information and presentation can be improved |
| **2.** | **Increasing PPG numbers** |
| The PPG need to increase numbers of core group and establish a wider virtual group. The PPG members had previously come to the Practice engaging with patients but there was not much interest from patients to join the PPG. The PPG would like to feel that they have a purpose are contributing to the Practice developments and if the patients could be aware of this, they may be more interested in joining. It suggested that an information leaflet is produced which the PPG could use to engage patients. |
| Action: Gary to produce info leaflet with purpose of PPG |
| **3.** | **Monthly Focus Board** |
| Donna suggested that the Practice should have a monthly focus board which the PPG updates with any health promotions (such as Alzheimer’s day etc.). The PPG had offered to come in and tidy up the information posters in reception but then COVID hit. It would be beneficial for the PPG to come and update all of the posters/comms |
| Action: PPG to take control of one notice board in reception and update as detailed above. |
| 4. | **Enhanced Access** |
| Gary discussed the proposal for Herts Health to manage the Enhanced Access from October and that this would be a skill mix of clinicians and will be based at rotating hubs (between Borehamwood, Bushey/Radlett and Potters Bar) between 6.30-8pm Mon to Fridays and 9am-5pm on Saturdays with some provision for hours on Sunday mornings. The PPG are not keen on the idea of being seen in other locations and would prefer to be seen locally and preferably by their own GPs for continuity of care.Gary then asked questions relating to the proposal:1. Should we seek to operate services on Sunday mornings rather Saturday afternoons? Why?

PPG Response – Yes because there is a high Jewish population in Borehamwood and surrounding areas who would benefit from Sunday morning appointments. Saturday afternoons may not be convenient for all.1. Should we seek to reduce operating hours during Tues/Weds/Thurs PM to enable early morning clinics and clinics which start earlier? Why?

PPG Response – This would be beneficial for commuters who want to reduce the time out of work for GP appts and for blood tests. Would also be good for people who are required to have fasting blood tests1. Should we deliver an increased proportion of hours on Mondays and Fridays? Why?

PPG Response – Yes. Monday evenings seem very popular for Grove patients. Could see benefit for more capacity for emergency appointments on Friday evenings to help patients before the weekend, which would help reduce hospital attendances.1. Do you agree that we should maintain a majority GP staffed service (at least 35% of all appointments)?

PPG Response – Would prefer more GP appointments as currently these appointments (EA & EH) are mainly GP appointments. However, they are interested in CPs and FCP’s staffing these clinics as they are very good for the Practice, especially FCP. Also feel that appointments for smears and asthma checks would be a good idea.1. Do you support our plans for hub based working on a rotational basis?

PPG Response – Would prefer for the Practice to have its own appointments located at the Practice (similar to current model). They raised concerns with the deprivation in Borehamwood and the costs to travel (and poor transport links) to other proposed hub areas (Bushey & Potters Bar), which could be a problem for some patients. |
| Action: Gary to feedback to Herts Health and PCN |
| **5.** | **Results Protocols** |
| Gary discussed the plan for Grove to develop results protocols that will reduce the need for GP appointments. The protocol would mean that the Practice will send detailed information leaflets to patients to explain their results, with any required medication being sent to the Pharmacies for collection. It is estimated this would save around 1000 GP appointments per year. The PPG would be required to help develop the information leaflets to ensure they are clear and understandable.The PPG would be happy to support with this, but concerns raised with developing a protocol for Cholesterol due to complexities with this. Gary explained that the patient information leaflet would be very detailed and there will always be an option for the patient to discuss the result if they choose.It was suggested that the value of the results could be sent to the patient, but Gary explained that this would be too time consuming and difficult. Patients can register for online services to view results.The PPG suggested that results shouldn’t be marked as normal as the results are not always normal. Gary explained that GPs can mark results as no action required if they deem it necessary. He will discuss this with clinicians at the next Practice meeting.  |
| Action: As above |