**The Grove Medical Centre**

**Patient Group Meeting Minutes – 17 July 2023**

**Present – Bridie, Donna, Gary, Karen, Maria, Neil, Pat**

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|  | **Item** |
| **1.** | **Agenda Item** Anything from previous meeting |
| Nothing |
| Action:  |
| **2.** | **Agenda Item** Summer Newsletter |
| Karen is currently working on the newsletterMaria, our newest member, was not aware of the newsletter so we discussed ways of publicising it in the surgery.Front cover will include regular items |
| Action: Meeting to be held at Bridie’s to finalise newsletter items. Karen will send it to Gary for review before publishing |
| **3.** | **Agenda Item – Capacity and Access, Triage**  |
| Early September is the proposed date for introducing the system in The Grove.Patients will access the form on the website, fill it out and submit it.If a patient is unable to do this and contacts the surgery by phone or if a patient who cannot complete the form on-line comes in, then the surgery staff will complete the form with the patient by asking the same questions and then submit it for triage.Information from the form will be assessed by a GP on the day of receipt, and they will decide the best course of action, someone will respond to them within 48 hours. The patient will be advised of the follow up action and to whom they have been referred. This could be GP, an appointment with another appropriate clinician such as a pharmacist, or a referral/signposting elsewhere. The expectation is a conversion rate of 30% to GP appointments. The others will be a mixture of texts, emails, other clinicians etc.Responses to patients may consist of a self-book appointment option – These would be by text with information links in the text. These links are written with special software and the text links do not work in emails.There will be leaflets to explain the new system and there will be information on the website.Could clinicians have a pile of leaflets to give to patients?We discussed patients with long term conditions and if seeing the same clinician each time would be beneficial. Would this be possible? They could request this on the form. Request to see male or female clinician. Patients can also ask for a chaperone. |
| Action: Gary has a meeting with the partners and will raise these points there. |
| 4. | **Agenda Item - Questionnaire** |
| We discussed the 4 questions from the national survey and what are best options for responses. 4 questions proposed by the surgery for discussion. We agreed that we could cover all the points in 3 questions. |
| Action: Gary to finalise questions and will issue before 27th. Patient members will come into surgery and hand out questionnaires to patients.  |
| **5.** | **Agenda Item – Social Media** |
| Brief discussion about what should be published – probably just announcements and newsAlso need to agree who will enter information from surgery and patient group and how we will set up owner |
| Action: Gary to consider what the surgery needs and put on agenda for next meeting |
| **6.** | **Agenda Item - Surgery website** |
| We did not have enough time to discuss |
| Action: C/F |
| **7.** | **Agenda Item Talking Newspaper** |
| Bridie has been in touch with Ros Nagler from REBS (Radlett, Elstree, Borehamwood & Shenley) Talking Newspaper. REBS would like to make sure they reach as many as possible with visual impairments and would like the surgery to advertise with leaflets. Our surgery does this already. The service is available for people with a temporary need so could our clinicians or social prescriber talk to people when they see them?REBS will publicise important information regarding vaccination programmes for the Practices. They publish their newspaper every Thursday. Our dates for Flu clinics are 16th and 30th September. No update on COVID Autumn booster programme at present. Gary has asked the other surgeries in our PCN for flu clinic dates but only one reply.  |
| Action: Bridie will keep contact with Ros and see if Stephen from Schopwick will help with information from their PPG. Gary will try to get information from the surgeries on flu jabs. |
| **8.** | **Agenda Item -AOB** |
| None |
| Action: n/a |
| **9.** | **Events** |
|  | Agreed to put a hold on discussions around PPG organising events. Will re-discuss in a few months |
|  | Action: n/a |
| **10.** | **Agenda Item – Next Meeting** |
| Monday 18 September 12 for 12.30 |
| Action: n/a |