**The Grove Medical Centre**

**Patient Group Meeting Minutes – 20.03.23**

**Present – Anna, Bridie, Donna, Gary, Karen, Neil, Pat, Tracey**

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|  | **Item** |
| **1.** | **Terms of Reference** |
| Discussed the terms of reference:  Added the newsletter as an objective for the PCN, which is to be completed on a quarterly basis by the PPG. Neil suggested having easy read/enlarged print versions of the newsletter and is happy to assist to with this. Pat suggested using talking newspaper for patients who cannot read.  Bridie agreed to take on the secretary role and will take minutes at upcoming meetings.  Agreed for the core group to have a maximum of six patient representatives, and a minimum of two Practices reps. New patient members will be elected to the core group with agreement of PPG members.  A virtual group will be established to feed into the core group. They can support with any feedback and reviews of processes/services or make suggestions.  Meeting frequency changed to bi-monthly, although other ad-hoc meetings can be arranged outside of this with agreement of two or more members. |
| Action: Gary to update the terms of reference and circulate to the PPG for review. Pat to send details of talking newspaper. |
| **2.** | **Newsletter** |
| Spring newsletter nearly ready to be published. A hot topic is still required. All agreed for the hot topic to be cancer with a focus around late-stage diagnosis, red flags for when patients should seek advice and screening recalls.  Neil agreed to look at the newsletter and help create an easy read version. Donna to send newsletter to Neil to begin creating an easy read version.  Karen agreed to update the newsletter with hot topic information and then liaise with Neil regarding the easy read wording. |
| Action: Karen to add in hot topic information. Neil to create an easy read version. |
| **3.** | **Health & Cancer Event 29.03.23 @ Aberford Hall** |
| Date: Wednesday 29th March  Time: 1-4pm  Location: Aberford Hall, Borehamwood  The event is organised by communities first and will have various services being represented and giving talks throughout the afternoon.  Grove will be represented by Anna, Donna and Tracey at the event. They will be providing info to patients about cancer processes in the Practice, what support there is for patients diagnosed with cancer, reasonable adjustments for carers and advising on screening whilst noting any patients who wished to be contacted for screening appointments, health reviews or wish to join the PPG. |
| Action: N/A |
| 4. | **Healthy Living Event - 07.06.23** |
| Date: Wednesday 7th June  Time: 3.30-8pm  Location: Allum Hall  This event was originally being organised by Schopwick Surgery PPG. They have since extended an offer for other PPG’s members to join the planning committee, to make this a PCN wide PPG event.  Bridie and Pat have agreed to join the planning committee.  There is a planning committee meeting on Thursday 23rd March @ Schopwick Elstree and Grove will need to be represented as work for the event to be disseminated equally across people in the planning committee.  Areas such as catering, arranging speakers, advertising etc. will need to be arranged. The Practices are not involved with the event except organising a clinician from the Practice to deliver a 30-minute speech. |
| Action: Bridie and Pat to attend the planning committee meeting and feedback designated workload to the PPG. Gary to arrange for a clinician to deliver a 30-minute speech. |
| **5.** | **Online Consultation and Clinical triage** |
| As part of the new contract specification, the Practice needs to focus on improving access for patients. This includes patients being signposted at source where appropriate and aiming for patients to be seen within two weeks.  The Practice is looking at remodelling the appointment system and enabling online consultations for clinical issues. Online consultations allow patients to submit a form online which will then be reviewed by a triage team, who will determine the next steps for the patient. This could mean booking them in for an appointment on the day if urgent, the following day if semi-urgent and at another time within the following two weeks if non-urgent – This would be with the appropriate clinician and not necessarily a GP. It could also mean that triage team action the patients request and respond via text or email, therefore saving the need for an appointment.  The triage team would likely consist of a GP or Nurse, a pharmacist, and a care coordinator.  Reasonable adjustments would need to be made for patients who are unable to use the website to submit the form such as those with health problems that prevent them from doing so, the elderly, or those who do not have access to the internet. These patients can still call the Practice, or present at the desk, and the patient care coordinator will complete the online form with them and pass their query to the triage team.  Any red flag symptoms will prevent patients from completing the forms and will instead advise them to contact the relevant service such as 999.  The forms will allow Practices to have a 48 hour response time, however the Practice will aim to respond to all queries on the same day.  The Practice expects that this would increase capacity due to queries being triaged more efficiently and removing the unnecessary appointments. It would also increase patient satisfaction as access would be quicker and remove the bottleneck on the telephone lines at set periods each day. Most complaints received about the appointment system, suggest enabling access for clinical online consultations.  There were concerns that this model is removing the relationship between GPs and patients and seems like it will make it harder to see a GP. Gary explained that a GP is not always the best clinician to see, and this will help patients access the appropriate clinician, releasing the GPs to see patients with more complex health concerns.  It was asked if the form would be accessible in other languages as Borehamwood is very multi-cultural and patients understanding what they are completing online would be crucial and reduce risk. Gary to investigate this.  Gary requested for PPG members to have a think of any other concerns and suggestions that they have with the online consultation – clinical triage model and feed this back to the Practice, as this will help with the development of protocols. |
| Action: Gary to see if the online form is available in other languages. PPG members to feedback concerns and suggestions that they have with the system change. |
| **6.** | **Date of next meeting** |
| Monday 22nd May 2023  12.30 – 1.30pm |
| Action: n/a |