

SIXWAYS CLINIC PPG MEETING – FRIDAY 3RD MARCH 2022 AT 12.30PM

Attendees:

Mrs Ceri Gardener – Practice Manager

Mrs Nicola Paul – Assistant Practice Manager

Mrs Carol Brooks – Medical Secretary and minute taker

INTRODUCTION

Ceri welcomed those to the meeting and introduced herself, outlining the purpose of the meeting and the involvement of Kevin.

KEVIN – ASPEN MEDICAL CENTRE PPG

Kevin highlighted his role within the Aspen PPG and how the group had evolved/purpose of the PPG and how it can benefit both surgery/patient experience. The Aspen PPG had restructured following the Covid crisis and had modernized/rebuilt. Aspen PPG incorporates a Communication Group, PPG blog, Walk-Talk-Walk Group and PPG Volunteer Proposal (to meet and greet surgery patients and steer them towards the correct service).

Aspen Surgery website has a link to the PPG via left hand tile which includes constitution, members pages and ethnic diversity.

SOPHIE – ENGAGEMENT MANAGER NHS GLOUCESTERSHIRE

As part of her role, Sophie explained how she can offer support, both individual and practice, to enable development of a PPG.

PPG network within Gloucestershire whereby representatives can meet every couple of months.

Sophie can be contacted via email: sophie.ayre2@nhs.net

DISCUSSION

Query regarding does Sixways Clinic want a PPG – CG could confirm that the practice wants this, but it does need members. Patients' forum for their voices to be heard to make improvements/actions, within the remits that the practice must adhere to.

CG explained role of the peripheral network and surgeries in group.

Discussion regarding the role of receptionists and care navigation. Also call back facility being re-instated on the telephone system. *

Use of Facebook and social media to relay messages and potential drawbacks/limitations to certain cohorts of patients. Kevin highlighted proposed improvements to website which should enhance patient experience.

Discussed continuity and confidence in the Clinician seen.

Going forward, expression of desire to know which professional is in on which day.

Suggestions made about what could be added to the information on the telephone message.

CG closed the meeting and requested whether participants would like to create a group? Consensus agreed to create a new PPG at Sixways Clinic.

CG to arrange meeting date in 1 month.

Next Meeting: Friday 14th April 1230 – 1330 at Sixways Clinic

Please email any agenda items for discussion to ceri.gardener@nhs.net by Thursday 6th April

*Addendum – having spoken with the Sixways team, agreed to reinstate the call back facility for a 3-month trial period. Start date to be confirmed.