# The Mission Patient Participation Group meeting**Friday 24 Nov 2023 10am**

**Present:**

*Patients:* Rita Buttitieg (apologised for having to leave early)  
Angela Dietrich  
Jacky Frost  
Hitoko Hombu  
Mei Lin Li  
Gerrie Matthews  
Felicia Ogunley  
Edward Patten  
Graham Rounce  
Liz Wilson

*Practice Staff:*Ruth Waring – Practice Manager    
 Wilma Bol – Social Prescribing Link Worker

Apologies:          None

**Documents**

All attenders were provided with:  
**-** Minutes of meeting between Jacky Frost (Chair of PPG) and Ruth Waring (Practice Manager) 9/11/23  
- Network One Digital Exclusion Policy  
- GP patient survey overviews of Mission Practice and 4 other local GP Surgeries

- Agenda PPG Meeting 24 Nov

**Minutes last meeting**

Accepted with requested edits: write out acronyms and add apologies from Gerry Matthews - completed

**Matters arising from previous meeting**

Digital Exclusion Policy – Agreed we will read and feedback at next meeting. Ruth informed that we have limited ability to change as this document is developed with the 3 other Surgeries in the Network – as stipulated by the ICB.

**Priorities for PPG**Most of meeting was used to discuss access issues.

**Chairs Report on Access**

We had a thorough discussion on ongoing access issues. General Practice has changed significantly over the last decades. In the past it was possible for a patient to simply ask for an appointment when Dr X would be in next. We discussed why this is not a sustainable way of working anymore: The demand on GPs has escalated, many other disciplines are involved now to meet the demand, thus triaging by the practice is necessary cope and ensure patients’ safety. Both staff and patients are frustrated that access has been an issue for so long. We will keep trying to improve the systems, while facing issues that are felt nationwide. The PPG would like to see an option for patients to book in appointments further in advance for non-urgent issues, instead of being offered appointments on the day only.

Ruth and Jacky will visit other practices with better access reports to take learning back to the Practice and get contact details of their PPG chair/members (Action Ruth/Jacky). Graham and Angela are willing to contact these PPGs to explore learning.

GP Partner Louise Vaughan is trying to improve access too – the PPG hopes she may be able to attend a PPG if it is held on a Thursday (see below).

Elsdale Surgery has a good access rating. They are a smaller surgery. Unfortunately, reducing the catchment area for the Practice will likely not be approved by the Integrated Care Board, and reducing patient population size will reduce the income stream as well.

A survey will be held in January to check if the new telephone system will improve patients’ experience with access (which we expect as they will be informed of their number in the queue and offered a call back to avoid waiting)

It was clarified that patients can come in to request an appointment and only during the pandemic this was actively discouraged. We keep this option open especially to ensure people with no telephone can access us.

e-consult – often not available – not due to IT issues, but it gets switched off when capacity for the day is reached, which is sometimes just after 8am. We discussed the benefits of keeping it open for any administrative requests. No agreement reached.

The default message when it’s switched off states ‘temporarily unavailable’ – Could this be changed, explaining that it is closed due to capacity, will be reopened next working day or earlier if capacity allows?

**Letter regarding Thursday afternoon closure**

See previous meeting minutes. The PPG supports the practice to remain closed on Thursday afternoons for important meetings and staff training. Letter can be sent when appropriate.

**Update on staffing**

We did not cover this item.

**Recruitment onto PPG**Ruth has invited 200 patients via text message, who recently contacted the Mission Practice. Today, 3 new patients attended due to this invitation and will be added onto the PPG email list (**Action Ruth**).

Jacky Frost asked for a PPG specific email address (**Action Ruth to find out if this is possible)** to be created. Agreed to contact mainly by email, suggestion of WhatsApp was declined.

**Timing and Frequency of PPG meetings**Agreed to change meetings to Thursdays 5pm. Agreed to keep to bimonthly meetings, with expectation that sub-groups can meet in between PPG Meetings. Those who cannot attend will be kept updated by sharing of Agendas and minutes and are warmly invited to contribute in writing.

**Next Meeting**: Thursday 25 January 5pm