**Minutes for PPG Meeting held on the 10th of May 2022**

Staff present – Rosie Page, Matthew Hawkins, Sarah Schleich and Amelia Maguire from RUILS.

PPG representation included Alison Young as Chair, Hugh Rogers, Robert Piper and Margaret Buckham and June Collins, Anita Fox and Shara Ross. Apologies sent from Chris Saul, as unable to attend.

A great turnout, with a few new faces in attendance. Welcome to Anita and Shara!

Anita joined us for the first time and it was decided to remove our masks when speaking as Anita has impaired hearing and relies on lip reading.

Rosie went through the updates & Accomplishments from HHMC since previous PPG meeting, which are listed below:

* Previous feedback was given from the PPG Working Group on areas where they felt more information could be provided. Some of this has been provided in our new Spring/Summer PPG Newsletter.
* The volume and nature of emails coming through from patients.
* How prescription requests are dealt with. The issues caused by rejected prescriptions that aren’t advised to patients has been raised with our Clinical Administrators, who are now aware of the problem.
* We have now implemented a new Online Triage System.
* Using our PPG Working Group as a ‘Sounding Board’ when sending out all practice texts or putting together newsletters.

Some suggestions and discussions were as follows:

* More advertising for PPG meetings, membership etc., maybe a designated notice board in waiting room?
* Alison feels that acronyms, like PCN, should be explained, especially when new faces are in attendance at these meetings. Rosie explained to the PPG what a PCN means and what this means for our patients.
* Phone queue still seems to be an issue for a lot of our patients, not knowing where they are in the queue and some dislike the music choice! One of our attendees, whose husband works in telecommunications, suggested we ring our phone company to try to negotiate bringing down the price. The possibility of obtaining a better price through the bulk buying power of the PCN was also suggested for when any future change is planned
* Rosie mentioned the volumes of emails we receive on a daily basis, these were analysed (150-160 between 8.30-13.00pm). A suggestion was made to have another email address, so patient enquiries go to one and professional emails to another? However, our new Online Triage System for patients should help achieve this.
* We discussed the issue of some patients finding it hard to navigate their way around filling out online/proxy registrations, to enable them to help their nearest and dearest, due to lack of technical know-how or (in the case of proxies) simply not being able to find it on the website. A hand-out and/or website section on support for carers was also suggested
* Alison talked about her meeting with Rob, the Manager of the Greenwood Centre, where they are looking at having a teach-in about accessing healthcare support via online methods – this would be for patients and carers, and they would be very grateful for any help HHMC/the PPG could provide at an event for members who are registered at HHMC. NB Getting more people to feel comfortable with using Patient Access, the new triage system etc would help to free up the phones as well. It may also be useful to create a hard copy of instructions and keep some on hand at the Reception desk, and we already have leaflets from ‘Age UK’ that support the over 65’s to get online and connected, email, connecttotech@ageukrichmond.org.uk.

Amelia did an amazing presentation of the work she does for RUILS and some attendees were not aware of the breadth of this service. Everyone agreed, this service needs more advertising within the surgery, by means of, posters or even a short presentation of what RUILS is about that could be shown via the TV in the waiting room. (Also important to make this service (and others) accessible for patients for whom English is not their first language – need to identify which texts and which languages?) Amelia left some booklets about RUILS on the shelf to the left of the Reception Desk.

We discussed the Covid-19 Spring Booster Clinics and the percentages of uptake. Alison mentioned low uptake in other surgeries and feels leftover doses shouldn’t be wasted, but offered to anyone who may not be in the particular category that we are currently working, but is aware that protocols may not support this.

Rosie explained our new Triage System. Some concerns were raised, that when this filters through to all our patients, will we have enough staff to manage these administration/medical enquiries? It seems to be manageable at present. Encouraged PPG attendees to give this system a go and will welcome their feedback.

Discussed 30 minute ‘information sessions’ as part of PPG meetings or stand- alone discussion groups. Evenings seemed to be preferable to the PPG attendees but maybe there should be a combination of lunchtime/evening sessions to suit everyone. Some of the topics that held interest, were,

* How to reduce stress
* Truth about Cholesterol
* High BP, can we lower it naturally?
* You are what you eat
* Ways to naturally control Diabetes
* How to enjoy losing weight
* How to prevent injuries
* How to live each day with abundant energy!
* Anti-depressants and children – why are anti-depressants being linked to teenage suicides?
* How to prevent an early death
* Supporting patients with Alzheimers/Dementia and their Carers
* Help us to help you
* How to engage our younger patients – hear about some things they have struggled with and what strategies they feel could have supported them more?

The PPG members also thought it would be informative to hear about Luxmy’s role at the Practice.

We talked briefly about the latest ‘Friends & Family’ survey results, which are very good. The one complaint was about being offered a Hub Appointment at Hampton Wick – maybe we need to explain more about what hub appointments are, that they’re separate from the Hampton Wick practice (although located there), with a locum who will access and add to the patient’s HHMC notes. May also need to clarify (again) where that surgery is and the fact it’s on the 285 bus route AND has a car park. Alison and Robert also asked about how the sample for the survey is chosen – ALL patients who have had an appointment, or only those who have provided a mobile number?