**Patient Participation Group**

**Minutes**

**1st July 2024**

**3.15pm**

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| **Attendees** | **Apologies** |
| **Patients**  **Tom & Janet Mackin**  **Kathleen Perry**  **Marie-Luise Heinicke**  **John Fraser**  **Jim Mindham**  **Ellen Downing**  **Shelagh Wyles**  **Peter Gould**  **Ann Gould**  **Anne Phillips**  **Jean Paffett** | Patients  Moyna Stroyman  Jean Pugh  Lin Merrell |
| **Practice representatives**  **Dr Fernandes**  **Karen Cakmak** | Practice representatives  Paula Stubbs |

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| **Item** | **Item for discussion** |
| **1** | **Apologies** |
| **2** | **Presentation by Dr Fernandes**  **Dr Fernandes showed the patients the presentation which had been prepared for the ICB. The patients generally found this very interesting and informative.**  **Some patients said that the presentation was good but that this did not reflect the current situation with difficulty in getting appointments. This was discussed. Challenges around capacity were outlined. Many patients understood this.** |
| **3** | **CQC feedback so far**  **Dr Fernandes and Karen gave the feedback from CQC which had been provided on the day of inspection. No formal report has been given as yet and this is still being prepared by the CQC.**  **Generally, the inspection had gone well and the practice is hopeful that the ‘rating’ will be better than previous but would have to wait and see.**  **The practice has been commended by the ICB for its approach to the total triage model and has been asked to be an ambassador for modern general practice and in particular total triage to show case this to other practices.** |
| **4** | **Total triage – feedback**  **Patients still had some concerns about the total triage model – the expectation was that they hoped to call up and get an appointment. In particular routine appointments were discussed and how challenging it is to be seen for a routine medical problem. Dr Fernandes and Karen acknowledged this was an area that was being looked at and had been discussed at the practice meeting earlier that day.**  **The practice will look at the issue and try to bring some further updates at the next meeting.**  **Some patients gave a positive overview of the triage system and had received a good service.** |
| **6** | **The complaints process was discussed and how to make a complaint (information is on the website, patient leaflet etc.) Some patients did not know they could make a complaint and Karen outlined how to do this.**  **Karen reassured patients that if they made a complaint this would not influence their care in any way and the complaints process is documented completely separately to the patient medical record.**  **Clinical complaints are passed to the GP / clinician to review and respond accordingly.**  **Marie-Luise was thanked for keeping the PPG running after the pandemic and the patient group has grown.**  **Dr Fernandes was thanked for being involved in the group and for his investment and interest in attending and being so open to any criticisms which come through. This was felt to be a very positive approach and the patients were grateful for this.** |
| **7** | **Date & Time of next Meeting: 9th September 2024**  **For next agenda:**  **Marie-Luise: feedback from CQC feedback meeting** |