Present Colin Damarell - Chairperson

 Kristy Perkins - Practice Manager

 Dr.D. Jackson - GP partner

 Rosie Damarell

 Sandra Williams

 Angi Smith

 Cathy Hanger - Secretary

2 Apologies Brian and Janet Harding

Colin welcomed everyone.

3 PPG Business: Election of Chairperson - Colin unanimously voted.

 Election of Secretary - Cathy voted in.

4 Future Meeting Dates: 06.06.2024

 05.09.2024

 05.12.2024

 06.03.2025 - AGM

5 Minutes of previous meeting 07.12.2023: All agreed a true record.

Matters Arising: Colin has worked on guidance for step by step how to use Accurx to make appointments on the web page. The Integrated Care Board - ICB - and other areas have shown interest in using his work so it has gone to the Board for approval. He awaits the outcome.

 The RESPECT poster is displayed in Boultham Surgery and has also gone to be shared with the ICB.

6 Practice Update: Kristy reported that the Practice is now in Week 4 of the General Practice Improvement Plan - GPIP. This involves analysing and looking at data collected. They have looked at the usage of Accurx. The usage of this on-line system has greatly increased in the last 6 months since introduction. There is a national standard expected for the use and this practice is on target to meet this. Interestingly this increasing use has not impacted on increased work for front desk reception which had been a concern. Patients may use Accurx on-line for medical requests from 8am – 6pm; administration queries anytime.

Kristy showed data about use of the telephone calls. Overall, the average wait across a day for a call to be answered is 5 minutes; average call time takes just over a minute.

Changes to website: Kristy showed the meeting the changes to the Practice website. On the front page is the clear information for use of Accurx so this is good. The whole layout has been streamlined with Links and is much clearer and easier to navigate. It includes the ability to change the language to use the website. Kristy continues to work on the website changes.

Patient Survey: the recent Practice Patient Survey was shown. Positive replies to the questions were slightly less than previous ones BUT remain above the national average expected standard so continue to be good.

NHS App: the use of this App is encouraged as it has positive uses and information for individuals. For the time being patients may continue to use System Online to log into online services.

Staff News: Dr. Ahmad has left the practice as he has relocated away from Lincoln.

 Dr. Hussain has joined as a salaried doctor.

7 Digital Coproduction – Colin reported on this work with the ICB. He now attends two separate group meetings regularly. There is much paperwork to read and comment. The ICB is working with the right intentions on a journey to achieve as much NHS work digital/online/using technology as possible.

Examples of some aims include: to improve communications and use less “gobbledegook” to patients; encourage more involvement in ICB projects; better collaborations; more involvement in equality of people; digital training; better signposting of services.

8 ICB Update: a GP Patient Survey was discussed. This is composed of 64 questions. Colin has raised the question of how ICB healthcare changes are to be funded? There are various suggestions but expense needs to be considered. Colin has been spending more time liaising with other PPGs and sharing ideas.

9 Any Other Business: Cathy passed on praise to the surgery from a recently bereaved patient who had received excellent care and support.

10 Date of Next Meeting: 06.06.2024