Present Colin Damarell - Chairperson

Kristy Perkins - Practice Manager

This meeting took place because there was not enough committee members able to make the planned PPG Meetinng on 7th June 2024.

1. There is an increasing concern that it is now self evident that the depleted numbers on the PPG is having a negative impact on the effectiveness of the PPG. The Chair now attends three meetings outside of the PPG which includes the ICB West Locality, ICB County Wide and the ICB Co-Production. In addition, there are many emails received from the ICB which are forwarded as required to the PPG members. Kristy advised that there have been several attempts to recruit membership but both are aware that it is difficult to recruit volunteers for anything generally but would continue to try. Both accepted that there is a real danger that the PPG could end if more volunteers were not forthcoming. Kristy is asking the GPs and ANPs to ask for volunteers.
2. The Chair reported that there had been comments reference the lack of privacy at Reception when patients relate their issues to reception. It was accepted that this was no different to other Practices of even A&E at Lincoln County Hospital and is made more difficult with the glass partition. However, the area to the right hand side of the Reception has now been cleared so that patients can ask to discuss their issues in this area where it is more private.
3. The ICB has made it clear that the IT available and provided to Practices (such as Online Services) is left to individual Practices to decide which to use. There is no real support to patients being shown how to use the available IT. Currently in use by Boultham Park are:

* Online Services (Original)
* NHS App
* Contact Us Online Services (Accrx)

Colin has provided some step by step guides via the Newsletter but it was agreed that he would provide face to face training on Accrx on the following dates:

* 18th June
* 16th July
* 20th August

Saturday dates are also being looked at for those who cant make it due to work commitments. He will also ask for volunteers at these sessions

1. The reception team are undertaking complete care navigation training on 18/06/24 with an aim to be able to provide better patient triage.

Objectives

* Understand the principles of care navigation and recognise the value for practices
* Develop an awareness of the positive impact care navigation can have
* Understand the core competencies required for effective care navigation
* Learn how a directory of services can help patients access the right care in a timely manner
* Understand how telephone triage works and the need for confidentiality
* Appreciate the importance of introductions and etiquette
* Learn how to gather information effectively
* Know how to recognise and respond to red flags
* Understand how to effectively conclude a call

1. Finally, Colin asked for the PPG noticeboard to be moved to a more prominent position and it was agreed to move it to the wall adjacent to the Doctors corridor. Currently, the board is overlooked as patients are more interested in speaking to the reception. Colin will also provide a container to hold the newsletters. This will also help promote the PPG.
2. The Practice has recruited a new cleaner called Emma.