KELVEDON & FEERING HEALTH CENTRE

Patient Participation Group Meeting

kfhc.patientgroup@nhs.net

Date: Thursday 6th July 2023 @ 1.00pm

Present: (AG)– patient 1
(PS) – patient 2
(AT)- patient 3
(CT)- patient 4
(AT)– patient 5
(SW)-patient 6
(SA) – Operations Manager at K&F HC
(MV) – Practice Manager K&F HC

In attendance: No external departments/organisations

ITEM	AGENDA	SUMMARY -MINUTES	ACTION
	Agenda inserted	K&FHC PPG Agenda 06.07.23.doc	**ALL**
1	**Minutes of previous meeting & outstanding actions**	Meetings from the previous meet not sent out as were delegated out - but a quick re capp: Went through the new rules of the PPG Discussed the FB page monitored by AG Went through the minutes of the previous meetings Discussed FB group & the members joined (76) The diversity of the group - ages, and the representation of all the age groups and categories young people, young mothers hard to attract, to keep on recruiting and also opportunistically recruit members. **No action points**	**No action points**
2.	**Welcome & apologies**	To Mr & Mrs Taylor, S. Walsh – New joiners.	
3.	**E-Consult**		
		The new e-consult link is now on the practice website where patients can now go online and fill this online form in, basically contacting your GP online via this form instead of phoning the practice first thing in the morning at AM. PM:MV: said it was another route for patients to get through the surgery instead if via the phone if non-urgent. It is to: • contact you GP online.	

Circulation via Email:

Gill Belbin Gilbelbin1@gmail.com	Amanda Garrett ohmrsg@gmail.com	Nicki Lawrie Nicki.lawrie@btinternet.com	Jill Leczmar jolecznar@gmail.com
Clair Milne-Parkinson clairmilne@icloud.com	Pat spinks patandgrahamspinks@gmail.com	Andrew Taylor Andrewtaylor10@btinternet.com	Carol Taylor carol.musician@btinternet.com
Anne Tremain Anne.tremain@yahoo.com			

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		• Fill out a simple form. • Request an appointment within 2/52 This is a DOH & NHSE request that all surgeries are to offer patients this form of getting/booking an appointment. It is the way forward with the NHSE for patients to go into the digital world and progress this way. It will also alleviate calls via the phone., Though everyone that calls up at 8am in the morning is offered a GP appointment until there are none left. These are for what patients feel are emergency appointments and need to be seen on the day appointments.	
4.	**New Website**		
		We are now up and running with the website, can all patients please have a look at this and let us know what they think. We decided to change our previous website and go with the current- due to our social media member of staff SP saying that she thought it was much better in terms of the information given, colour scheme and much more eye catching. **Outcome:** patients to have a look at the new website. New website: www.kelvedonandfeeringhc.nhs.uk	**All**
5.	**CQC**		
		We are expecting an imminent CQC inspection as the last one was June 2022- last year- so it is due. **MV:** If they require any of our PPG members names and contacts- would this be okay to give to the inspection as the questions will involve around the practice and our PPG. CQC would like to see us involving our patients in their health and care. Also representing the views of our patients and working together with them. **Outcome:** It is okay to give names and contacts of the PPG participants to the CQC inspector once we get a date. This will be one of their requests for the practice to produce.	**PM:MV**
5.	**Flu clinics**		
		Flu clinics & vaccines SA discussed the flu clinics and our flu vaccine order and when these would be arriving, once this happened then the flu clinics would be put on. MV: expectation is to get them within the first 2/52 of September as seems to be some controversy around these dates and that the pharmacies will be receiving these first! (As per NHSE)	

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		As you can imagine all the surgeries within Essex are not happy about this and it was escalated the ICB! **Outcome:** SA to give days once these vaccines have arrived. SW volunteering to help.	**OM:SA**
6	**A.O. B**		
		<u>Disabled parking</u> and patients parking. The practice car park is for staff members only as were having difficulty parking to get into work. With these issues and needing staff to be on time into work- the decision was made to make the car park into a staff car park- with available parking space for the disabled. **Outcome:** As per PPG members Discussed putting the where to park on the website & our FB page. There is parking in the CO-OP and the institute car park. **MV:** to speak with SP our social media person and put it on all our social media outlets, practice website and FB page. --- If anything has been forgotten, please let the PM know- thank you. AG has stepped down from the PPG and being chair- so this vacancy is available to all members. Please let me know if you would like anything on the agenda. New PPG chairman- need a PPG chair CQC- update Golden oldies sing along- Leaflet & update .	
7.	**Next PPG Meeting**		
		Thursday 19th October at 2pm, (though noted that this could change). • We would like to set up a good PPG following representative of all patients group and will work towards this, would like to have regular meetings to keep the momentum going as well as interest.	

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		• We want our patients to be involved in what we do and work with us to how they would like to see our services run working together. All agreed that the meeting was good, well structed and running on time now that we have a chairman: AG to ensure it runs to schedule and we do not go off tangents when subjects are discussed.	

Meeting closed at 2.00pm

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