

Patient Participation Group Meeting 27th September 23.

Attendees: Lucy Dogley Darani (Reception manager), Dr Bhikha (GP Partner), Patients: Carol. Pat, Evelyn, Michelle, Ataur Rahman, Patient Care Co-ordinators: Joel and Tanvir

Introductions

Brief overview on purpose and function of PPG - explained verbally

Practice updates: include Powerpoint prepared by Carole Lysfjord as Appendix item

Staffing updates

Flu/Covid CSHC campaign

DNA rates at CSHC in Sept 23 to date and Aug 23

Feedback - Flu/Covid campaign

Invitation SMS - reads well - PPG recommend: to include HEADLINE BANNER - "Flu and Covid" - to attract recipient attention

Twitter advert

List of Flu/Covid clinics enlisted on practice website?

For patients who do not have a registered mobile - how do you contact them for Flu/Covid?

Internal posters about our campaign to be sited on practice windows - visible to passers by, on walls, on LED SCREEN

Banners outside resurrect

FAQs link on website regards common questions about Flu/Covid Imms - likely resource already available we can source and add link. Can created PDF files within Word Application (if needed)

What is it made of? Live vaccine? Inactivated?

What are side effects?

Can they both be administered together?

PPG advertising

PPG - meeting date. Time/date to be advertised on LED board and for this to move slowly
Email PDF or Accurx them PDF - regards What is PPG to interested members

DNA rates - addressing as practice

SMS Reminder day before SMS. pt to Cancel if needed: to be submitted Day before at 9am regardless of time appointment following day

DNA SLIDE - needing more info out of total - eg fraction, percentage - this slide needs more data for interpretation in bcontext

DNAs - anyone ask why?

Alert for patients who frequently miss appointments on EMIS

DNA message. Are you aware you missed? PPG opted not to send blanket SMS to all

PPG member enquired if Physiotherapy service advertised?

Dr Bhikha explained role of First Contact Practitioner - initial assessment and examination. Not Therapy sessions.

PPG members discussed x2 sub-optimal personal experiences regards physiotherapy in relation to patient expectations and experiences (not exclusive to CSHC).

Next PPG date

6:00 pm Thursday 25.1.24

Appendices:

PPG terms of reference, purpose, function - pre-created material

Digitally excluded policy (devised by Carole Lysfjord) - Evelyn fed back opinion, rest of group keen to review and feedback their opinions too.