

**Patient participation group meeting**

**Tuesday Dec 13th 2022, 2-3pm**

**MINUTES**

Introductions – 6 patients present plus Camilla and Dr Gordon from the practice

**GP appointment system:**

The current issues around access to GP appointments, both at St Martins & nationally, will be well known to patient group members. We wish to work together with our patients to build a joint picture and understanding of these issues, and to find ways of improving access that are relevant to us and our patients. We have an opportunity to join an existing project which will support us to do this; we presented the project and discussed it. The project is called *Optimising people-centred access in primary care in the context of Covid-19.*

The project is a research project run by University of Manchester, and involves them facilitating focus groups with practice staff and patients (staff and patients together)

Extract from the research project information sheet (more more – see embedded document)

***What is the proposal?***

* *Collaborative focus group meetings are an opportunity to work together as a staff team, with your patients or PPG, to build a joint picture and understanding of issues relating to access, and to find ways of improving access that are relevant to you and your unique set of circumstances.*
* *Our expert team will facilitate discussion during 2+ meetings (depending on availability and interest) and support the practice and patient team in thinking about changes you can make that might be helpful and developing an action plan.*
* *As a result, you might identify and implement changes to improve access in your practice or PCN.*
* *In the collaborative focus groups, we will use a series of resources we have created to help the flow of discussion. We would like your feedback on these as we hope to develop them into a resource set for other practices and PCNs to use.*

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We had a detailed discussion. Overall, all present agreed this this would be a useful way forward; we acknowledged that it was unlikely to bring any solutions which sadly are outside our control. We also acknowledged that the focus groups would not reach many in our patient population and that for the future perhaps it would be possible to do a different sort of event with a larger group present.

**Staffing update:**

*Patient Support team*: 3 colleagues have joined the team – Nicola, Dawn, Kim- plus one more – Clare - to come in January 2023. We will then be fully staffed./

*Nurse team*: Farheen Ali has joined the team for a year as a trainee. Sarah is starting her Advanced Clinical Practice (MSc) training. Nadia Mughal returns from maternity leave in January 2023.

*GP team*: no joy with our vacancy as yet, We are using locums GPs to cover the sessions & have been fortunate to get just a couple who can cover most of it and who have worked with us on and off for some time – this minimises impact on continuity of care.

Any other business - none

Date of 2023 meetings –: 8th March 5-6pm; 13th June 2-3pm; 12th Sept 5-6pm; 12th Dec 2-3pm

