



**SHP PPG Committee Meeting
Thursday, 15th February 2024, 6:30pm – 7.45pm
Monkspath Medical Centre**

Minutes of the meeting

Present

Sandra Matthews (Chair), GM, GC, LW, SK, MM, LR (Vice Chair, providing cover for Secretary)

Apologies

AD (Secretary), GA, AS

1. Welcome from Chair

1.1 Current membership 252

1.2 Minutes from previous committee meeting approved.

It was agreed that future draft minutes would be circulated for comments. Comments would be taken on board and recirculated as required. It would then be noted at the next meeting that minutes had been approved and ready for general circulation and upload onto website.

2. Moving Forward

A lively discussion led by LW.

2.1 Phone Lines

It was agreed phone waiting times have improved. Must make patients aware that the increase in call centre staff has meant that calls are now being answered in shorter time and callers should not be put off by their place in the queue. **Patient Survey**

It was suggested that the committee produces a leaflet giving guidance to patients and also conducts a survey inviting patients to share their thoughts and views and identify the problems patients are still experiencing. This will then enable the committee to set new projects in which the full database can be involved. It was stressed that this was not to be used to share individual medical information. There are still frustrations arising from the change to SHP. SHP are trying to improve but better communication is needed so that patients are aware of new systems and how to use and access them.

The idea of the survey is to benefit SHP and PPG with the intention of identifying weak areas requiring improvement. The survey would obtain patients views on which areas within SHP are working well and which are not from a patient viewpoint.

In order to enable SM to put the survey together within a reasonable time it was suggested that each committee member would submit 2/3 questions that could be included in the survey, to be submitted by 23rd February with the aim to get the survey format together by 26th February with



a final revision date of 4th March. Depending on the questions, would use tick boxes, or request comments, or a mixture of both. The survey would be delivered by email, website, and hard copies to be completed in surgery and a collection box provided at each site to reach as many people as possible. Forms would be completed anonymously. Once the survey has been agreed by the committee SM will share it with SHP and obtain permission to carry out the survey in surgery. If this is not given committee members would liaise with patients outside.

3. Growing the PPG

SM stated that she felt it will be much easier to encourage new members to the PPG if we have a clear plan and specific projects people can relate to and get involved with if they wish. Several committee members agreed with this approach. (This is where the working groups discussed at previous meetings would come into force).

GC, AD and SM visited Shirley Medical Centre last year to form suggestions to increase our presence on site. Suggestions were handed to SHP, and we are still awaiting their response.

4. Greater committee involvement

SM welcomed items to be added to meeting Agendas and ideas of topics for inclusion in monthly Health Lines bulletin. Suggestions to be forwarded by 1st of month.

AD has prepared a suggested list of speakers for future meetings. SM will circulate to committee.

It was suggested that a member of staff from SHP attend every meeting. Steve New (SHP CEO), attends four meetings a year and gives presentations with graphs and it was queried how useful these were. The committee would still like to see the data that SN produces but felt these should be sent to SM in advance so she can distribute them with the agenda. The committee can then direct any questions to SN at the meeting. The committee thought it would be more beneficial to suggest topics for SN to present, therefore gaining more informative updates.

It was suggested the PPG become more proactive in general and raised its own issues rather than just the issues raised by SHP. The PPG is happy to support SHP, but it was felt SHP should do more to support the PPG.

5. Attendance at monthly board meetings

Attended by AD and SM via Teams link. Other committee members thought they may benefit from the experience of attending a meeting.

6. Health Staff having access to full medical history

GM raised concern on how much historic information was available to medical staff on their screens before making medical judgments and prescribing medications. Concern over whether



medications could be prescribed which were not suitable for certain pre-existing conditions or not compatible with existing medication. It is not the responsibility of the patient to inform them. SK said she had similar concerns. SM to pass this concern on to SHP.

7. Other matters

7.1 With SHP having a variety of professional staff, a greater understanding of their roles and qualifications would be appreciated.

7.2 It was noted that Monkspath independent pharmacy has changed the way they prepare prescriptions. They now use a hub in Knowle which deliveries made up prescriptions each day around 4.30pm. Patients should therefore allow more time when requesting/collecting prescriptions.

8. Annual Meeting

The date for the AGM has been agreed for 2nd May 2024 - a week after the original date.

Neither SN nor the hall was available on the original date, so it was agreed to rearrange. The Calendar of events will be amended, and the new date added to the web site.

The meeting closed at 7.45pm

Next committee meeting
21st March 2024 at Monkspath Surgery

Signed*Sandra Matthews*..... Date21/3/24.....

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