

## The Harefield PPG Meeting Agenda/Minutes

Date 10/07/2024	Meeting time 6:30 pm	Location Meeting Room
Type of meeting	PPG Meeting	
Facilitator	SR/ Jr / Janet Brown ( Chair )	
Note taker	JR	
Attendees	Scott Ridley, Jessica Rowley Anthony Gallagher , Kirsty Taylor , Wendy Greenwood , Jacky Metcalfe , Wendy Rice-morley jenny shave , Jackie henning , Alan woolf , Vicky fox , tracey blake ( <b>if I have missed you out please let me know and I will amend</b> )	
<b>1/2 )Welcome new members / Apologies</b>		
	Welcome to our new members some couldn't attend due to short notice of meeting but will happily receive the minutes and hope to see us at our next meeting. Apologies from Ian Bendall,Gillian kent, Jayne Mead	
	Welcome to our new Reception Manager Kirsty Taylor	
<b>3)Practice updates/anything arising from minutes of last meeting not on agenda</b>		
Discussion	<p>2 new GP's starting one in AUG/ one in OCT this will make us a salaried only practice moving away from locums and building continuity of care in total we will have 5 permanent Drs. New Reception Manager Kirsty</p> <ul style="list-style-type: none"> <li>- New printing system at front desk to print appointment slips so more readable and easier for patients</li> <li>- New 24/7 prescription line whereby patients can order prescriptions on the telephone ( automated ) this will be ready end of JULY lots of behind the scenes on boarding going on</li> <li>- Designated Prescription line for Medication queries with the prescription clerk open 11-1 daily.</li> <li>- Reception do not deal with medication queries at the front desk.</li> <li>- Practice taking a lead in the primary care network for healthy lungs and spirometry.</li> </ul>	
<b>4 NHS england property services update report</b>		
Discussion	<p>We all discussed the desire we have with wanting to obtain the upstairs space. Scott and Dr Gallagher went into detail with the Group of the politics and financial issues behind this. The PPG group discussed asking the new appointed MP as there are now 2 to help with this. One of the MPs David Simmons has been helping and in contact and talks with the practice and health secretary re this.</p> <ul style="list-style-type: none"> <li>- The practice staff discussed there on going disappointment with the service that the NHS properties provide example given by practice management we had no hot water in the male patient toilets for over 6 weeks despite making contact with nhs properties .</li> </ul>	

	<ul style="list-style-type: none"> <li>- The update is unfortunately there are no updates the windows have all be changed and we still await the change of the doors .</li> </ul>	
Action items PPG to speak to new MP and make aware of issue re upstairs	Person responsible	
Scott /Jessica to write to lab expressing concerns/issues	Nobody named.	
<b>5 Vaccinations</b>		
Discussion	<p>NHS England provided information to primary care on the 08/07 to advise the annual Flu season will not commence until first week of October 03/10 Dr Gallagher explained the clinical reasons of which NHS England wanted to delay the Flu vaccine. Pregnant women and Children will receive there's in September .</p> <ul style="list-style-type: none"> <li>- There has also been talks of a new vaccine in 2025 whereby the MMR will be linked with the chicken pox vaccination for children this is believed to help to have a better uptake to the MMR vaccine this of course isn't rolled out and more information will be given to practices from NHS England nearer the time.</li> <li>- Jessica advised that the numbers in regards to The baby immunisation uptake is a lot better with monthly Booking links being sent to parents to get baby's booked in a lot of social media advertisement also re this.</li> <li>- One of the PPG members brought up perhaps having some signage and information in the local library's will help.</li> </ul>	
Conclusions		
Action items	Scott/jess to look at info in local library	Person responsible
	JR/SR	
<b>6) Screening cervical,prostate provison and uptake</b>		
Discussion	<p>Dr Gallagher informed the group that there is no routine recall for prostate checks like there is breast and cervical screening he went on to explain that the PSA blood tests sometimes give false readings and are not a great indication . We discussed at a practice despite there being no national recall what we would do to signpost and make our male patients aware.</p> <p>Jessica has done the following today 10/07</p> <p><b>-On our facebook page &amp; Harefield in your heart posted the signs to look out for based on prostate uk advice</b></p> <ul style="list-style-type: none"> <li>• <b>Linked the prostate website to our facebook and harefield in your heart</b></li> <li>• <b>Given Reception the symptoms to look out for</b></li> <li>• <b>Scott will link the 30 second prostate checker link on our website</b></li> <li>• <b>We will have signage on our waiting room TV</b></li> <li>• <b>i have signed up to the prostate cancer uk newsletter that is sent out each Wednesday which i will share with the practice when needed.</b></li> </ul>	

	<p>Cervical screening Jessica advised we have had a massive uptake since she has been sending weekly reminders /booking links and also lots of social medical signage the numbers are below.</p> <p>Overall numbers of patients that have smears 4598</p> <p>Only 123 – between ages 24-48 have not had</p> <p>Only 25 – Between ages 49-65 have not had</p> <p>Really positive great update we will continue to get these numbers down and our ladies in for the screening test.</p>
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## 7. Social prescriber

Discussion	<p>Scott advised we have a new Social prescriber Jackie whom he will ask if she can present a presentation to the group at the next PPG meeting</p> <p>The staff expressed social prescribing is very important due social issues become medical issues if not signposted to social prescriber who can direct patients in the right direction and to the correct service</p>
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Action items	Person responsible	Deadline
Scott to arrange presentation		
Jessica – protocol re babys / rashes.	SR	Before 3/09

## Practice flyer

Discussion	<p>The PPG understood the reasons behind the practice flyer on the chairs of the waiting room- the practice management explained this is for queue control and just to educate patients that there are other routes to follow instead of queuing at front desk.</p> <p>The PPG advised it wasn't the content of the flyer more the layout they would like to see if they can try make this a little more patient friendly</p>
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Action items	Person responsible	Deadline
Jessica sent word document to Janet PPG chair today – another member of the PPG offered to help also . Document sent 10/07		
	Janet – chair	03/09?

## AOB

Discussion	<p>-We discussed how when patients go into the GP who would like a follow up it would be beneficial if the GP could book that there and then. We explained that isn't also possible as the routine appointments are not automatically there to book in. We have created a new follow up slot with the GP's so if they feel they would like to book patient in to see them again they have this ability.</p> <p>- We discussed DNA ( Do not attend ) Appointments and Jessica sends monthly figures to Janet please find break down attached .</p>
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	<ul style="list-style-type: none"><li>- We discussed about the slowness of the touch screen the practice management advised that we have finally been granted a new one which will be installed by NHS ICT in due course</li><li>- The Group discussed about having a volunteer meet and greet patients and to assist with queue – Scott will get back to the PPG re this.</li><li>- We discussed the improvements and compliments in which the patients have been noticing and advising on.</li><li>- We discussed how the Harefield practice could engage more with the community and how we can get help with our PPG to do this.</li></ul>
<b>Next Meeting 03/09 6:30 the Harefield practice</b>	
	Any agenda you would like to bring up please speak to your chair.

**PLEASE TAKE NOTE: ANY DISCUSSIONS THAT ARE MADE BETWEEN THE PPG & PRACTICE ARE TO REMAIN CONFIDENTIAL THE MINUTES ARE NOT TO BE SHARED .**