**Minutes of PPG (Patient Participation Group) Meeting**

**Date:** Thursday 28th September 2023

**Time:** 11am – 12pm

**Attendees:** Barbara Taylor, Kevin Oliver, Jo Evans, Amy Molin

**Apologies:** Sue Birkett, Tricia Rocke

**All Current Members:** Sue Sant, Sue Birkett, Tricia Rocke, Barbara Taylor, Kevin Oliver, Jo Evans, Amy Molin

**Introductions** –

* Amy Molin (Practice Manager at Odiham and Old Basing Health Centre working within a practice management team of three - Nicky Savage and Samantha Taylor)
* Jo Evans (Communications/Facilities at Odiham & Old Basing Health Centre, previous PPG member)
* Barbara Taylor (Extensive NHS background)
* Kevin Oliver (Hook & Odiham Lions Club)

**Flu & COVID Update** – Amy brought us up to date with this, as per the national media, the date was bought forward from the planned date of October. We managed to open our clinic with only a weeks’ notice. So far 2,500 COVID patients, 1,000 Flu patients (vaccine arrived later!) have been vaccinated.

Specialised vaccination team recruited so our own staff aren’t taken away from activity.

Possibly could be a COVID eligibility change coming up, Health Centre have plans in place to facilitate this from the off if it happens.

Next clinic at Basing – 7th October – PPG to share.

Next clinic at Odiham – 14th October – TBC (dependant on demand)

**Communication** – Jo updated the group on this. **Technology** – rapidly improving within the NHS. Aimed at improving patient access.

* **Online access** – 70% of our patients are signed up. Keen to really promote this and encourage patients to use if they can, frees up phone lines for those that can’t.
* **Econsults** – Jo confirmed that when an Econsult arrives, a patient will get a response within 48 hours.

Barbara provided feedback that Econsults were repetitive, longwinded and a disadvantage to elderly.

Amy said Econsults are one route to get through to the health centre, more patients who can use Econsults need to then those that are unable or reluctant can get through on the phones or pop into the centre instead. By offering three ways to get in touch should help all patients.

* **Digital Champions** – Health Centre will be holding drop-in times at Odiham and Old Basing to chat with a “digital champion”. They will help patients get online, use the health hub, Econsults and more.
* **Communication** – Jo keen to ensure inclusivity for all patients. Confirmed that a hearing loop is in place at surgery, texts are sent and big word is used – an interpreting system for non-English speaking patients. Jo asked PPG to have a think of other ways to help patients communicate.

PPG – to visit health centres in November and feedback to PPG on resources, waiting area and try out the health hub!

**Building works** –

* Odiham – new clinician room to be built in the vast waiting area, works begin 7/10, increase in clinicians for patients will mean needing the 3 spaces in the car pack as staff parking.
* Basing – new clinician room to be built on first floor, works begin this weekend, 30/9.

**Chair available, Secretary available** – No takers, roles still vacant

**Any Other Business** – Kevin asked about the complaint procedure – Amy and Nicky really keen to resolve over the phone as more personal and friendly. Patients can also make a complaint via the details on the health centres website.

PPG to feedback if they hear a reoccurring theme so health centre can address it.

Amy is keen to share that the health centre’s key focus which is on improving patient outcomes.

**Next Meeting** – Thursday 25th January 2024 RSVP