

St Elizabeth Medical Centre - Patient Participation Group

Meeting Minutes

Date and time:	12 th December 2023, 18:30
Place:	St Elizabeth Medical Centre (SEMC)
Attendees:	
SEMC	Mrs Elizabeth Morton (EM) — <i>Practice Manager & Facilitator</i>
Patients	Mrs Angela Bowness (AB)
	Mr Ian Walker (IW)
	Mr Jamie Lake (JL) — <i>Secretary</i>
	Mr John Bowness (JB) — <i>Vice-Chair</i>
	Mr John Shroff (JS) — <i>Chair</i>
	Ms Julie Paynter (JP)
	Mrs Vanessa Walker (VW)
Apologies:	
	Mr Mohammed Shiek (MS)
	Mr Ahmad Khwaja (AK)
Absent:	Joy
	Mrs R Begg (RB)
	Peter O'Hagan (PH)

— A Quorum of 7 was present for voting —

Agenda & Minutes

1. Meet and welcome Peter & Vanessa.

- 1.1. Vanessa was welcomed to the group.
- 1.2. Peter did not attend and hasn't been in contact with EM.

2. Review of contact details and names for the WhatsApp group.

- 2.1. EM has not been able to contact Joy.
- 2.2. Contact details are considered complete enough to form a WhatsApp group.
- 2.3. EM suggested the WhatsApp group can be set up on Thursday the 14th.

3. Microsoft Teams site for documentation.

- 3.1. EM has agreed to set up a Microsoft Teams site, to aid communications, meetings, and a central point to keep documents. Completion date to be confirmed.

4. Review and signing of the PPG Terms of Reference by the Chair and Practice representative.

- 4.1. The Terms of Reference (ToR) was signed by JS and EM.
- 4.2. It was noted that the ToR referred to a Vice-Chairman. Mr. John Bowness kindly accepted the role to the satisfaction of the committee.
- 4.3. It was noted that the ToR referred to a limit of 10 people for the committee. In the previous meeting this was set to 12, however due to a potential drop off in initial numbers the limit of 10 is being taken forward. The ToR can be amended if necessary.

5. Update from the GP practice.

- 5.1. The new telephone system has now gone live.
- 5.2. The Evington practice patients will be redirected to the SEMC phone system.
- 5.3. The phone number is to be updated on the website on the 13th.
- 5.4. The queuing and ring-back system is yet to be trialled.
- 5.5. The number of people queuing will be monitored to find the best cut-off point for ring-back.
The starting point will be 10.
- 5.6. The Evington phone number needed to be changed due to the alarm system.
- 5.7. It will be possible to cancel appointments via voicemail.
- 5.8. Call metrics are a feature of the new system that will allow EM to gain performance insights.
- 5.9. Cover at the Evington practice is being reviewed in the run-up to Christmas.
- 5.10. The phone scripts will be reviewed at the next meeting.
- 5.11. The Integrated Care Board (ICB – the budget holders) have informed EM that there are an additional 5000 homes planned to be built in Scraftoft. It has been queried whether the practice would take on extra patients.
- 5.12. Dr. Harrison has become a practice partner.
- 5.13. The intention is to retain Dr. Patel at the practice.

6. AOB.

- 6.1. The Friends and Family Test was mentioned with some of the committee having used the feedback service.

7. Action List.

From	Action	Who	When
2.2	Create WhatsApp group.	EM	14 th Dec '23
3.1	Set up a MS TEAMS site.	EM	TBA
5.10	Phone scripts created for review at the next meeting.	EM	9 th Jan '24

8. Agenda for next meeting.

- 8.1. Review progress on actions.
- 8.2. Review phone scripts.
- 8.3. Update from the practice.
- 8.4. AOB.

9. Next meeting: 18:30 to 19:30 on the 9th of January 2024

Minutes submitted by: Jamie Lake

Submission date: 17th December 2023