**Minutes of Patient Group Meeting**

**Wednesday 17 January 2024**

**1pm – 2pm**

**London Road Surgery**

**Patient Group members: London Road Surgery and Robert Frew Medical Centre Patient Groups**

**Practice Manager:** Grainne Donnelly (GD)

Attachments to the Agenda: Self-Referral Services

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|  | **Welcome** |  |
|  | Grainne welcomed everyone to the meeting.  PCN Patient Group Meeting on 25.1.24 |  |
| 1 | **Minutes of the last meeting** |  |
|  | No minutes of the last meeting.  Meetings in 2023 were adjoined to the Carers Focus Group for Wickford practices and worked closely with Action for Family Carers. |  |
| 2 | Role of the Patient Group  Update - Drop-in session Alzheimer’s Society 15.12.23 |  |
|  | Discussion about the confusion around the PCN Patient Group Meeting and this one.  GD explained the possible reason for this might be the splinter group created in March 2023 to support Carers with the charity Action for Family Carers. All 3 practices from Wickford joined and it was to support Carers and to encourage practice to be able to identify Carers. The Reception Team had more training and Mel our Paramedic has identified more Carers bringing the total to 140.  GD discussed the Drop-in session held by the Alzheimer’s Society on 15 December 2023 where 16 patients received support with their concerns. Locally this was the highest number of patients that engaged with them. Basildon – 7 and Billericay – 0. GD has invited them to return as there is a need for this. |  |
| **3** | **Using Online Consultations**  **2. Using the practice website**  **3. Understanding of Self-Care and if they are using the local pharmacy for advice before they ring for an appointment**  **4. Using the NHS App**  **5. New Patients can register via the website**  **6. Medication reviews and importance of booking Blood Tests promptly so that these can be done, and medication issued**  **7. Staff Training is on the First Tuesday of the month except in January and August**  **8. Importance of having a mobile number recorded on the record so that clinicians can use ACCURX to send leaflets and information**  **9. Self-referral Services**  **10.** **New members for the Patient Group** |  |
|  | GD reminded everyone about working closely with community services and organisations who can support patients better and the visit from the ICB in 2023 about this. BS shared his handout from that day and GD to share this with SB who would like further discussion with the Practice Manager about this.  GD discussed the target for the NHS App. Currently we have 59% of our patients using the NHS APP and we need 75% by March 2024. Advantages of the App discussed.  Discussion around new members of the group and if we need to merge with the other 2 practices. All agreed to continue with the group at LRS for the present.  GD discussed the Self-referral Services and shared the information sheet that Reception use.  Discussion around new members for the group: suggestions for more advertising using the Touchscreen in Reception.  Campaigns across the year were discussed and LRS will support the PPG to do this. The Drop-In session by Alzheimer’s Society was such a success that this format can be used again to share information with the patients. GD discussed previous experience working in other practices where the Patient Group did sessions for World Sepsis Day and Free activities during the Summer Holidays.  Agreed to meet again In February to discuss this further. |  |
| **4** | **Reminder**  **PCN Staff:**  **- PCN Pharmacists**  **- PCN Care Home Team**  **- PCN Dietician**  **- PCN Social Prescriber – Abi Ope-Ewe** |  |
|  | GD reminded everyone about the PCN staff supporting Primary Care. |  |
| **5** | **Increase in abusive behaviour towards Reception and Secretarial Staff** |  |
|  | GD spoke about the recent increase in abusive behaviour from patients and that staff are faced with. We have a process in place. The patient is sent a Warning Letter about their behaviour and what the consequences will be if the behaviour is repeated. |  |
|  | **AOB** |  |
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|  | **Reminder:**  **PCN Staff:**  **-PCN Pharmacists**  **-PCN Care Home Team**  **-PCN Dietician**  **-Social Prescriber**  **Community Pharmacy Consultation Service (CPCS)** |  |
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|  | **Mission statement: Right Treatment by the Right Clinician at the Right Time, in the Right Place**  **Care Compassion Quality Safety Inclusivity: Patient at the centre of what we do** |  |
|  | Close of the meeting |  |
|  | **Date of next meeting: 7.2.24** |  |