

Valley Medical Centre
MEETING TYPE : Patient Participation Group
DATE : Wednesday 21st February 2024
TIME : 2PM

Attendees	Full Meeting: 4 Practice Staff, 7 patients	
Apologies	2 patients	
	Agenda items for all: Practice Items - Introduction and welcome, First Contact Physio Introduction, New Telephone System, Building work at the surgery, New online registration process, transport Links in the Community Patient Items – Staff morale/wellbeing AOB –	
Introduction - Welcome to everyone – quick introduction of who everyone is		
Point	Minutes	Action
1.	First Contact Physio - <ul style="list-style-type: none"> - Leaflet handed out with information on FCP. - FCP are there to do an initial assessment and they can refer on if needed - Several members of the PPG have used the FCP and felt this is a very good service. - Appointments for the FCP are also available to book via the NHS APP (no need to see a GP first) - The service is advertised on our notice boards, website, Facebook, word of mouth in the community including the steering group at the leisure centre - Reception staff try to signpost patients to the most appropriate practitioner which may be the FCP 	Leaflet to be emailed out with minutes
2.	New Telephone System <ul style="list-style-type: none"> - We are currently moving onto a cloud based telephone system which includes a call back function. This means your call will be placed in a queue and call you back when you get to number 1. - The new system will hopefully allow better patient access. - A query was raised by a member about getting to number 4 in the queue and the call not getting answered. 	We have the facility to monitor calls and queues now so we will look into this.
3.	Building Work at the surgery <ul style="list-style-type: none"> - In October 2023 we had some flooding issues in the building. We are taking some precautions to prevent this happening again. - The Clinic Room door will be bricked up and a new opening window will be fitted. - The panel under the window in the meeting room will be removed and bricked up. 	

	<ul style="list-style-type: none"> - 2 new fire doors will be fitted - The council are looking into the cause of the flood water from Victoria Street 	
4.	<p>New Online Registration Process</p> <ul style="list-style-type: none"> - Patients can now register online without coming into the surgery. - We do have capacity to take more patients, there are currently plans in place for approximately 600 more houses in the local area. - We currently have more GP's than before at the surgery and therefore we are able to offer more sessions per week. 	
5.	<p>Transport Links in the Community</p> <ul style="list-style-type: none"> - The steering group are looking at getting some transport to be used within our network. We are happy to put some money into the project as this will help get our patients in for Long Term Condition reviews. - The steering group are working with the local council to get this in place – volunteer drivers will be needed 	Continue to work with the steering group in getting this project up and running
6.	<p>Staff Morale / Wellbeing</p> <ul style="list-style-type: none"> - A patient asked how the staff work since covid as this was a particularly difficult time for all healthcare staff - Primary Care continues to be difficult for all staff but we are currently very well staffed. - The constant changes in practice are being well managed and as team we are working very well - We have got a focus on staff wellbeing this year , all staff have been given their Birthday off work (not taken from their annual leave), we are organising social events, we have a staff wellbeing board to promote local activities, free yoga passes for staff - On PLI days we are trying to all get together and have lunch as well as completing mandatory training as a group. 	
<p>AOB - A member of practice staff raised that NHS England are encouraging the use of video consultations. They asked if this is something we could/should use? The uptake would depend on demographic / geography/ phone signal. Julie mentioned that approx. 23% of people in Stocksbridge are not currently digitally active. Practice staff said that as GP's it is not always easy to read body language on a video call</p> <ul style="list-style-type: none"> - A patient wanted to thank all staff for the excellent service we provide – this was echoed by other group members 		PPG group member to write in with opinions of this Thanks to be shared with all staff members
<p>Diary Dates - Next meeting Mid May 2024 (date to be confirmed)</p>		