**Church Street Partnership (CSP) Patient Participation Group (PPG) Relaunch Meeting Notes**

**27/03/2024 1700-1850**

15 Attendees

CSP representatives – Sarah Carter (SC) Practice Manager; Camille Cunningham (CC) Deputy Practice Manager.

Power Point Presentation provided to attendees [Patient Participation Group (PPG)](https://nhs-my.sharepoint.com/personal/camille_cunningham_nhs_net/Documents/Attachments/Patient%20Participation%20Group%20(PPG).pptx?web=1)

Attendees of Relaunch meeting said the following:

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| Item No. | Topic | Update |
| 1 | Issues around medical reviews being conducted. | Individual matter brought up with SC. |
| 2 | Telephony is key means of contact into CSP. Requesting communications on updates not just on the website | CC – suggestion the established PPG should create a newsletter in conjunction with CSP management. |
| 3 | Telephony if there is a drop in the internet at CSP- this affects the callback feature. I.E. Those patients who requested a callback prior to drop in the internet service will that request be lost? | SC to follow this up with RPM. |
| 4 | Discussion on adjusting the introduction to CSP telephony. Promote callback and online consultations more. |  |
| 5 | Weekend Extended Access telephone calls have no approximate timing attached to appointment. Patients are missing appointments this must be contributing to DNA rate? | SC to look further at weekend appointments |
| 6 | Hearing Loop not present at CSP reception. | SC to order a hearing loop for all receptions |
| 7 | Requesting an input from Carers Champion. |  |
| 8 | Apply for Stansted Airport Community funds. |  |
| 9 | ‘Did Not Attend (DNA)’ appointments attendees voiced concern about the high volume of waste. Attendees requested further communication to the 156 patients recently highlighted as DNA’s. | SC explained that she sent out warning letters to patients who persistently DNA. |
| 10 | Question on DNA- Do DNA’s occur more in appointments booked in advance? | SC explained that there is no common factor in DNA occurrence. SC explained that there are reminders sent to patients at three stages before their appointment. |
| 11 | Rundown appearance of Thorley Health Centre (THC) was mentioned. |  |
| 12 | Chairs with arms in waiting room for those with mobility issues. |  |
| 13 | Concerns about patients’ consultation privacy in upstairs CSS, as in overhearing telephone calls namely hearing the clinician speaking to patients. | SC explained that radio has been purchased to minimise noise emanating from upstairs consultation rooms. |
| 14 | Requesting email address for Church Street Partnership. | SC explained that this was present on ‘contact us’ page on website [Contact the Practice « Church Street Partnership (churchstsurgery.co.uk)](https://churchstsurgery.co.uk/contact-the-practice/). |
| 15 | Physio First exercises are provided on a PDF link which on a mobile device is very difficult to view. Patient had concerns on whether they were doing the Physio exercises correctly? | SC asked for patient to contact CSP requesting a printout to be post to them, if they have difficulty accessing a printer. |
| 16 | Concerns over regular lack of availability to see named GP to ensure continuity of care in complex medical matters. |  |
| 17 | Positive feedback for PCN social prescribers, namely around their outreach to very vulnerable patients. |  |

CC- Attendees asked for their contact details on PPG signup sheet.

CC- Advised that SC and CC would welcome expression of interests to become Chair of PPG. Explained that it should become an autonomous body representing patient participation in Church Street Partnership

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