

St. Andrew's Medical Centre

Meeting notes held on Monday 23rd September 2024

Patient Representatives: DM, JR, MR, CT

Surgery Representatives: Nana Adjei (NA), Charlotte Inman (CI), Laura Healy (LH)

Item	Description	Action
Apologies	Apologies received from: RS, Dr Joanna Mulvihill and Dr Amy Rice	
New Members	Nana Adjei	
Previous Actions Points	<p>Travel Vaccines temporary on hold – website to be updated – EB</p> <p>Anima start of request to ensure patients can contact surgery if not working – EB</p> <p>Allotment – getting new members – KL/MS</p> <p>Clear instruction and process for reception on online access/Troubleshoot – EB</p> <p>DNA's – EB to provide numbers</p> <p>Referrals to secondary care – EB to provide at next meeting</p> <p>NHS App drop in sessions – MR (Was not discussed in June Meeting)</p>	<p>Travel vaccine service is back up and running.</p> <p>There is messaging now that directs patients to contact emergency services if capacity reached.</p> <p>Ongoing action for KL/MS</p> <p>Staff have been informed how to troubleshoot</p> <p>Enclosed with minutes.</p> <p>Ongoing action for EB</p> <p>NA to arrange with MR suitable dates for NHS App drop in session.</p>

Practice Update	<p>New Practice Manager Nana Adjei started 1st July 2024. Has come from working in primary care in South East London area over the last 7 years. Has ambitions to see SAMC as a centre of excellence.</p>	
Idea's from members	<p>Practice Promotion Promoting the practice to increase our patient list size. This includes advertising in local parish magazines and displaying an NHS banner to attract new patients.</p> <p>Young Patient Engagement in the PPG To make our Patient Participation Group (PPG) more diverse and engaging, we aim to attract younger patients. To improve accessibility for working patients, we'll consider holding PPG meetings at varied times, including evening sessions.</p> <p>PPG Coffee Mornings Return We're reintroducing PPG coffee mornings, providing a relaxed setting for patients to connect with our team, share feedback and learn more about our services.</p> <p>Local Business Sponsorship The PPG is exploring partnerships with local businesses, such as salons and community favorites like Flying Fish, to sponsor and fund various practice activities.</p> <p>'You Said, We Did' Initiative We're launching a "You Said, We Did" program to actively show patients how their feedback shapes our practice. A new patient survey is in development, with PPG input to ensure we ask the right questions. Survey feedback will guide meaningful improvements in our services.</p> <p>Carers Day Initiative With the support of our social prescribers, we're organizing a Carers Day to offer tailored advice and connect carers with various support resources. This day aims to highlight the valuable role of carers in our community and provide</p>	<p>NA to Action</p> <p>NA to Action</p> <p>NA to Action</p> <p>ALL</p> <p>NA to create survey for PPG to review</p> <p>NA to action</p>

	<p>them with essential tools and pathways for support.</p> <p>Anima & NHS App Support Drop in Session MR to help support patients having issues navigating or troubleshooting Anima and NHS App.</p> <p>These initiatives are part of our commitment to fostering a community-centered, responsive practice.</p>	NA to liaise with MR to set date.
AOB	<p>Practice Demographics Data The PPG has requested data on the practice’s demographics to better understand the patient population we serve. NA will ensure this data is included with this set of meeting minutes for review.</p> <p>Website Updates – Terms of Reference CT highlighted that the Terms of Reference for the PPG group appear multiple times on the practice’s website, creating unnecessary duplication. We will address this to streamline and improve the information layout for clearer access.</p> <p>Clarity on PPG Objectives and Purpose CT also requested a clearer definition of the PPG’s aims and objectives as outlined in the Terms of Reference. This will help align expectations and focus the group’s efforts on making impactful contributions. NA will review the Terms of Reference to ensure the purpose and role of the PPG are explicitly communicated, fostering a stronger shared understanding within the group.</p>	<p>NA to circulate with minutes from meeting.</p> <p>CI will review and update website accordingly.</p> <p>NA to review with examples of what this means for the PPG.</p>
Date of Next Meeting	Monday 20th January 2025 at 1:30pm	

