

# Rooley Lane Medical Centre

## Patient Participation Group (PPG)

*Thursday 25<sup>th</sup> January, 3-4pm*

### Minutes

#### Present:

PPG Members: TH

Staff: Dr D, DW

#### **1. Staff and wellbeing - Update from Dr K's trauma informed care training.**

Dr K is booked onto doing the training in a few weeks to see what it is like. Unfortunately, the previous training session was cancelled. Once Dr K goes onto the training she can hopefully sweettalk the trainers into splitting the training session into 2 groups so we can also have all our staff trained.

#### **2. Update from Dr S**

Dr S has been out to a local community primary school called Newhall Park Primary school teaching about who we are at Rooley Lane, what it is like at a doctors surgery, and also health and awareness campaigns such as not smoking, use of vapes and obesity. The best posters are advertised in our waiting room.

#### **3. Update from TC/JM – regarding community groups that can come into the waiting room.**

Unfortunately, JM and TC couldn't make the meeting today. We will chase them up about this and also ask them for to keep looking for new patient group recruits.

#### **4. New digital screens update**

We are looking to purchase a new TV screen that will allow us to stream content in the waiting room. IT are just going over the final checks, but it should be all installed hopefully by March. This will allow us quickly and easily put on new educational health videos. They have a list of different choices and it would be great if someone from the patient group also wanted to look at the list and see what we should be prioritising.

#### **5. Feedback about CQC**

Two weeks ago we had a CQC inspection specifically looking at our "Responsiveness". We submitted all our evidence and had our Teams talk and are now awaiting our grade. We should know this by the next meeting and will feed back. They did mention that we should consider having more of a social media profile. We have a Facebook page but we don't use this a lot. It would be great if anyone was interested in helping us host the FB page with our support.

#### **6. Becoming a research practice.**

Dr K wants our practice to become a research practice as part of the Clinical Research Network (CRN) team. The CRN supports research across England and is keen to get more general

practices involved. Being a research practice will enable us to take part in research and clinical trials. This means patients at Rooley Lane who want to will have opportunities to take part in research, help improve healthcare through research, and sometimes get the to try new things first. Any research offers will come to Dr K to see which is appropriate and what is involved from a practice point of view. The CRN patient champions are also willing to come into our patient group meetings to give an overall talk about what it entails.

## 7. Surveys

We will start to do these again. This will be covered more in the next meeting. Dr D will look into what platform methods (e.g Survey Monkey) we can run surveys on to send links electronically. Also next meeting we will look at Friends and Family Test results over the last 6 months and review the last 50 comments. This may help shape on what areas we may want to look at in a future survey.

There is also a website called Care Opinion which is a special patient feedback site and easier for staff to respond to than Facebook or google reviews. We will look at this and whether there are any costs associated with using it. If it looks good we can test it at the next meeting.

### Action points from this meeting

Action point	Who is responsible?	Date to be completed by?
Chase update from TC and JM about groups that can come into the waiting room	DW	14/3/24
Ask JM to promote the patient group to patients looking to volunteer	DW/JM	
See if CRN team will come do a talk for us in the next meeting	JD/TK	14/3/24
Look at survey platforms	JD	14/3/24
Care Opinion costs?	JD	14/3/24
Staff wellbeing – TK to attend training and JD to get an update	TK/JD	14/3/24
Install digital waiting room screen	DW	30/3/24

## 8. Date for next meeting

Thursday 14<sup>th</sup> March between 2-5pm (will confirm closer to date the hour slot)

Provisional agenda – Designing a patient feedback survey and information about being a research practice