**MINUTES**

**LIGHTHOUSE GROUP PRACTICE PATIENT PARTICIPATION GROUP INAUGRAL MEETING**

**SOUTHSEA MEDICAL CENTRE, FRIDAY 22 MARCH 2024 at 12.30pm**

**PRESENT**

Andrew Clarke Practice Business Partner

Alison King Communication & Patient Liaison Lead

EW

PH

SE

TW

**APOLOGIES**

AH, AP, BH, EK, JU, PE, PS, PM

**AGENDA**

**Welcome and Introductions**

Members and Staff introduction to each other with brief summary of job roles and skills, interests relevant and useful to PPG

**Ground Rules**

AC outlined purpose of PPG meetings, how they should be conducted and appropriate discussion topics. Personal problems and concerns to be reserved for discussion outside of PPG meeting environment.

**Aims and Objectives of the PPG**

AC gave summary of the importance and need for a PPG and its valuable input from patients’ perspectives.

**Update from the GP Practice**

1. First PPG meeting held since COVID pandemic and Chairperson has resigned/retired.

2. AC gave a comprehensive explanation for the need to introduce online access to the Practice:-

* why we had to introduce it
* how it works
* how it is accessed
* how we process requests
* how patients will benefit ie: better access, reduced telephone queues
* how we will manage ‘excluded’ patients ie: those without online access, smart phones, learning disabilities etc
* the digital future of GP practices nationally
* potential ‘teething’ problems

3. AC gave a comprehensive explanation of what a PCN (Primary Care Network) is:-

* how it functions
* which practices form the Brunel Health PCN ie: East Shore Practice, Lighthouse Group Practice, Uni-City Medical Centre
* why PCNs have been introduced nationally
* how they will evolve
* types of PCN healthcare Staff ie Physician Associates, Nursing Associates, Pharmacists & Pharmacy Technicians, Physiotherapists, Mental Health Nurses, Specialist Nurses (Diabetes, Respiratory)

4. AC/AK explanation about ‘signposting’ and why it is necessary:-

* not all problems require a GP appointment
* a GP is no longer required as a conduit for many referrals ie: ‘cut out’ the middleman, patients can self-refer
* signposting is currently unpopular with patients and is met with a lot of resistance
* why signposting is necessary ie: national GP deficit
* which services are available - pharmacies, physiotherapy, mental health care and counselling, maternity etc
* pharmacies can now consult and prescribe for many minor illnesses and contraception

**Suggestions and Comments from PPG Patient Members**

* to consider on/off timeframes for online services to be available throughout the day to help manage capacity and volume of requests for access to GP services
* to attend a PPG meeting at one of the PCN’s practices for experience and ideas
* to invite 3rd party specialists to PPG meeting, such as Positive Minds practitioner, for their input

**Nomination/Election of Chair and Secretary**

Postponed until new PPG feels more established

**Action Plan for Next Meeting**

Discuss format and despatch of May 2024 Patient Survey

Discuss acquirement of Chairperson and Secretary

**Any Other Business/Q&A**

**DECISIONS MADE**

All attendees agreed to postpone appointment of Chairperson and Secretary. AK to manage PPG until members’ confidence built

**ACTION ITEMS**

AK to produce and cascade Terms of Reference document

AK to email Patient Survey results

AK to discuss with Uni-City and East Shore PPGs the possibility of guest attendance of our PPG at their meeting

**FOLLOW-UP**

Discuss results of Lighthouse Group Practice’s Patient Survey February 2024

Confirm any dates and availability of our PPG members to attend Uni-City and/or East Shore PPG meetings

**ADDITIONAL NOTES**

**NEXT MEETING DATE AND ADJOURNMENT**

Meeting concluded at approximately 2pm

Next meeting FRIDAY 24 MAY 24 at 12pm, Southsea Medical Centre

**SIGNATURE**

