

**Patient Participation Group Meeting
Ariel Healthcare
Minutes of Meeting**

Location - St Mary's site	Date: 9th May 2024
Staff Present	PPG Members Present
Laura Tapson, Julee Moon, Ben Overd	David Crozier, Karen Henning, Tracy Richards, Peter Clifton, Liz Rosser, Roy Harkness. Virtual - Sandra Brocklehurst, Julie Stefano, Debbie Shrubbs, Richard Bridger
Apologies - Kate Forsyth, Clare Marshall, Katheryn Hewitt, Holly Richards	

- Minutes proposed and seconded.
- Matters discussed -
- PC asked if a medication review is initiated by the surgery or the patient. There are different reviews depending on your medication i.e. chronic disease, patient contact or a prescription reminder. If you are stable and happy you might not need to talk to a doctor but you could use the 'pod' for a blood pressure check.
- Ideas for the patient questionnaire discussed, making the questions positive not negative ie What's your experience with the practice or Do you have any comments about the practice.
- LT mentioned that each year there is an annual patient survey carried out by the NHS online regarding Ariel and every 2 years the Doctors of Ariel contact 40 anonymous patients for feedback.
- There is a PPG meeting in July which is the Somerset forum which Dave is going to attend to help us move forward and get some ideas.
- Possibility of an announcement put in the Tatworth Flyer/Chard magazine re the practice and the PPG.

- There can be a feedback page added to the current website which can be adapted for the PPG.
- There is a locked box at St Mary's that can hold questionnaires and that Dave can have the key for.
- RH mentioned that letters received from the hospital rarely have his doctor's name on it - LT explained that the secretaries typing letters for consultants use a drop down bar to select a doctor - the important thing is that they are addressed to the practice.
- The expectations for waiting times are better in Somerset against NHS average waiting times. At present the MIU is closed at lunchtime and acute patients are being referred to the Aerial practice.
- It was raised that if on a waiting list for an appointment and you received a link in a text it was not a named doctor. RH raised that each patient should have a named doctor.
- The practice at one stage did have a number of locums employed and this did lead to some problems. However 3 new doctors have now started, 3 are due to start soon and 3 are being interviewed next week.
- RB raised a point that the PPG represents all the patients and explanations of problems and how things are improving/improvements made need to be relayed to them.
- Due to the vast number of patients and lack of space, some doctors are now 'hybrid' working using a secure phone line to speak to patients which frees up clinical rooms.
- New premises, which are desperately needed, were discussed. The original funding has been withdrawn and therefore moving forward has taken a step back. However, Aerial Health is now the top practice in Somerset that needs development.
- The practice are continually reassessing how to improve the premises arrangement and LT is in regular contact with the ICB.
- Various locations have been looked at for new practice premises i.e. industrial units etc but they have been deemed by the developers/Estate Teams as not suitable. NHS England does not want to invest in temporary buildings. I.e portacabins. LT will keep us in the loop and when a location is found the PPG members will be asked for feedback.

- AOB
PC liked that staff were available at the meeting to answer queries immediately and it is noted that the staff are happy to attend PPG meetings.
- Clinical nurses based at the MIU and carrying out hospital blood tests will also be carrying out health checks and ECGs.
- Reminder that if a patient contacts a PPG member then it is advised that you ask them to contact the practice directly due to GDPR etc. Facebook comments are not always what it seems and can be inaccurate. If you have a concern, make a note and bring it to the group,
- DC asked how we can make staff happy?
- There was a recent blip in the telephone system Mjog that sends out confirmations of telephone consultations etc. Apologies were posted on social media to apologise.
- PC thanked the doctors for prompt action to go on a pre diabetic course and he is now not prediabetic.
- JS asked about when booking a telephone appointment, if you could be given a time slot so you are not waiting by the phone all day.
- LT mentioned that NHS Somerset and the ICB are in regular contact and have offered support to the PPG and help with projects moving forward.
- It was mentioned that it might be an idea if a presentation could be given to the PPG occasionally to help support us.
- DS said how fantastic it is to be educated about the practice and how it runs.
- BO and LT have been looking at website providers and a new platform for Aerial Health to be rolled out which will have more functionality.
- It was raised that concerns are not being addressed in a timely fashion.
- It was also raised that patients need to be told about limited resources and to be frank on limitations and what the practice is working on.

Please can all agenda items be sent to KH 2 weeks before the meeting.

Next meetings Thursday 27th June 7pm prompt start at St Mary's site.
and Thursday 29th August 7pm