**Date: 14/08/24**

**In attendance: Julie Stephenson, DR Lorien Dornan, Mike Bolam, Chris Walker, Eleanor Glendinning and Anne Walker.**

**Meeting Type:** Patient participation Group meeting

|  |  |  |
| --- | --- | --- |
| **No.** | **Items** | **Lead** |
| 1.0 | Mission Statement and Patient survey results | JS |
|  | * Prior to the meeting Julie emailed out this year's patient survey results and our mission statement to obtain feedback. Julie advised within our PCN we were joint first with Humshaugh and Wark.
* **Mike feedback was: As far as the Mission and Values statements are concerned, they read well and set out the organisations standards to achieve. To me, the most important aspects of these type of documents is the ‘How’. How do we see our organisation achieving these in practice? How do the organisation’s values align with individual values and beliefs? What is the culture of our organisation? How does this work in practice? How do patients view and understand this? I am particularly interested in the organisation’s approach to learning and development which underpin how these statements manifest themselves and perform, in practice. I would like to understand what individual development plans are in place and what career development pathways exist. No matter what the size of the organisation, day-to-day activity and the morale and motivation of the team are very important, especially in terms of internal performance and outcomes and how this interfaces with your patients.**
* Mike was very keen to know if we hold meetings with admin staff and clinicians as combined team meeting are very important, he advised learning and development is his area of expertise.
* Eleanor asked if we incorporate the mission statement and values into our performance reviews we hold with our colleagues.
* DR Dornan advised we do hold quarterly management meeting (partners and practice manager) and weekly team meetings for all colleagues.
* Julie confirmed aspects of the mission statement are measured in the colleague reviews but would certainly review fully as this is certainly a good suggestion.
* Mike confirmed the statement read well; all others advised it was good.
* Julie advised the group that Mikes feedback had been passed on to the practice manager who is currently on annual leave, but she is sure she will want to respond herself directly.
* Dr Dornan then confirmed with the group that we were good to go with it and would post on the website and on social media.
 | MBEGLD |
| 2.0 | Minutes from the PPG meetings |  |
|  | * Chris walker suggested the minutes from the meetings be posted on social media and be emailed out.
* Julie asked the members of the group if they were happy to have their names and email addresses added to the website regarding the PPG group, just in case any patient preferred to contact then directly regarding comments/concerns. Everyone was in agreeance and was happy for us to post details.
* Chris is very keen for Branch end to utilise social media more, but not necessarily face book.
* DR Dornan agreed we should broaden social media as a lot of the younger generation prefer to use snap chat and Instagram ect.
* Dr Dornan also advised it would be good to increase e consultations.
 | CWJSCWLD |
| 3.0 | Generative AI |  |
|  | * Mike asked if we had commenced or if there were plans for us to use generative AI? As he is very much interested in it.
* DR Dornan advised it was not available at present and that there were no plans as yet, it may be available at a much higher level within the NHS.
 | MBLD |
| 4.0 | Patient Survey |  |
|  | * Mike asked about our patient list size and asked the number of surveys sent out. It was confirmed our practice list was five and a half thousand approximately.
* DR Dornan advised we needed to grow our patient list and increase the services we offer.
* Mike confirmed reputation was key and that patient contact was important.
* Chris confirmed he had a recent encounter with our reception team who he said were 'excellent'.
* Mike advised if colleagues pass through the waiting area, they should acknowledge patients sitting.
 | MBLDCWMB |
| 5.0 | Website |  |
|  | * Julie advised the website question had been reran regarding the survey and that the score was now 77%.
* It was discussed and agreed by all PPG members that the website was very generic and that it should be more personalised for Branch End and the patients of Stocksfield. It was suggested a banner image should be on the home page, something that represents Stocksfield.
 | JSMBCWAWEG |
| 6.0 | Next meeting |  |
|  | * Our next PPG meeting will be held on Wednesday 20 November at 1pm
* Julie also thanked everyone for taking the time to attend today's meeting.
 | JS |