

Present: NJ, MP, SM, JW, JC, AT, HF

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- Dietician/Nutritionist Services – MP had proposed that the surgery consider employing the services of a Dietitian or Nutritionist to support patients with obesity. NJ outlined the various weight management services that are available in the community or for GP's to refer to, and explained that funding wasn't available for a specialist to work specifically with FGS patients. We went on to discuss proactive care and how Primary Care services are balancing the needs of patients with symptoms or diagnoses of medical conditions vs the need for patient education and preventative medicine.
- Communication with elderly patients – JC had asked how the surgery communicates with elderly patients, considering whether or not they had access to text messages, social media and the website. NJ explained that though text messaging was the preferred contact method (due to the speed of the communication and the benefit of allowing responses and appointment management), patients who did not respond to text message would be telephoned and/or written to. In particular, the PPG felt that the newsletters should be available to those patients who were unable to access it electronically, which could include posting it to them and/or making paper copies available at reception.
- GP Survey results – we reviewed the results from the 2023 survey, taking into consideration the small number of patients that had completed the survey and the extent to which the results were conclusive. We went on to review Friends & Family results which, it was agreed, provide a more accurate and “real time” reflection of the service offered by the surgery. PPG members also reviewed and commented on the feedback from the recent GP Teams Project carried out by the National Institute for Health Research.
- BMA Safe Working Guidelines – these guidelines were discussed and NJ explained to the group that FGS would not be working to the guidelines because we felt that we were able to safely manage our workload, and that to work to the guidelines would see us reduce or appointment capacity.
- Access to records on line – SM asked for confirmation on what records could be accessed via online platforms. NJ confirmed that from 31<sup>st</sup> October 2023, all patients would be able to view new information entered into their medical record. In addition, those patients requesting access and those joining the practice have had their records reviewed for information governance purposes and already have access to information entered after 1 November 2022, and this checking process continues for all patients.
- Test results across systems – SM asked if there are options for viewing test results from different service providers on the same platform. NJ explained that test results are sent to the clinician that requested them and since hospitals use different systems to Primary Care, it is not usually possible to view the results on the same platform. Results received by the hospital can be downloaded into the GP record but this is not done routinely.
- Availability of equipment – SM had attended for an appointment and the clinician had been unable to find a thermometer. NJ to ensure equipment available for all clinicians.

Date of next meeting: TBA