**✨ Highlights**

* The Patient Participation Group (PPG) aims to gather patient feedback to improve services, having been revitalized after years of dormancy.
* The practice has expanded its boundary to include more patients, addressing funding challenges due to a declining patient base.
* Solar panels have been installed on the practice roof, with final connections to the grid expected soon.
* A new digital AI assistant named Olive will help patients access services and information, available even outside of office hours.
* The meeting focused on addressing patient experiences and improving service delivery based on feedback.
* There is an emphasis on taking patient queries seriously, with a commitment to investigate and provide answers in future meetings.
* An issue with prescription letters from hospitals was discussed.
* There was an acknowledgment of the human errors that occur in processing letters and prescriptions, with a commitment to investigate specific cases of missed communications.
* The practice has adjusted treatment room appointment booking to a maximum of four weeks in advance to reduce the number of missed appointments (DNAs).
* Currently, the practice experiences a DNA rate of approximately 3.3%, equating to about 150-200 missed appointments monthly.
* The practice is expanding its clinician team, including the addition of Dr. Green and another full-time GP trainee, to enhance patient care.

**📔 Key Updates**

* Dr. Dogan has left the practice, nurse Victoria will not return after maternity leave, and the medical secretary Chrissie has left. However, Dr. Green is expected to join in August.
* The practice is actively working on referrals despite staff changes, ensuring continuity of service.
* The Orchid House Community Drivers initiative has been launched to assist patients with transportation to appointments, funded by a council grant.
* Jane Harbour introduced informal coffee meetings to foster better communication and engagement among PPG members.
* The reception team is currently managing high call volumes, especially during peak hours, with three to four receptionists available to handle calls in the morning.
* The practice operates with six GP sessions daily, aiming to balance patient load while ensuring safe clinical judgment.
* The phlebotomy service is facing challenges due to staff availability, particularly during holidays, impacting appointment capacity.
* The practice is aware of the issue surrounding availability with first contact practitioners (FCP) for musculoskeletal issues, the problems have been fed back to the Primary Care Network (PCN) so hopefully we will see improvements from this.
* A digital welcome pack for new patients is being developed to provide information on services and appointment booking.

**🔎 Interactive Q&A**

* PPG members raised concerns about how the new AI tool, Olive, will be communicated to patients, with plans for text campaigns and social media updates.
* Questions were asked regarding the licensing and vetting of volunteer drivers for the community transport scheme, which have been confirmed to meet council requirements.
* Emma assured that all queries would be taken seriously and addressed in future meetings if unable to be answered immediately.
* Patients raised concerns about the difficulties in obtaining appointments, particularly during busy morning hours.
* Positive feedback was shared regarding the efficiency of the phone system and the helpfulness of reception staff.
* Suggestions were made for improving patient engagement, including the reintroduction of toys in the waiting area and providing magazines.
* Patients raised concerns about appointment availability and continuity of care, with assurances that efforts are being made to address these issues.
* A question was posed regarding the recording of patient needs (e.g., hearing difficulties) in records, with confirmation that such information can be noted for staff awareness.

**🏆 Recognition And Gratitude**

* Acknowledgment of the PPG members for their ongoing contributions and suggestions that have led to actionable initiatives like the community drivers and waiting room boards.
* Jane Harbour was commended for her initiative in organizing coffee meetings to enhance patient engagement.
* The contributions of Emma and Anabel were acknowledged for their support and enthusiasm in patient initiatives.
* The team was commended for their hard work and dedication, especially in managing patient queries and appointments effectively.
* Acknowledgment was given to the reception staff for their excellent service during high call volumes.
* Appreciation was expressed for the constructive feedback received during the meeting, highlighting the importance of community input in improving services.

**🔮 Future Projections**

* The practice plans to continue enhancing patient communication and service delivery through initiatives like the waiting room boards and the AI assistant.
* Future updates will focus on the effectiveness of the community drivers and the integration of feedback from patients.
* Plans for future coffee meetings were discussed, aiming to create a more inclusive environment for patient feedback.
* The implementation of a feedback box in the waiting room was proposed to gather patient opinions and ideas.
* There is a focus on improving communication and connection with patients who may not be able to visit the surgery or access online services.
* The practice plans to hold sessions in the waiting room to assist patients who may struggle with digital tools and technology.
* There are ongoing discussions about enhancing the practice's physical environment and patient experience through various improvements.

**📌 Decisions and Announcements**

* The introduction of an action plan to track progress on patient suggestions and initiatives discussed in meetings.
* The installation of new waiting room boards to improve communication of important updates to patients.
* The next coffee meeting is scheduled for Tuesday, the 17th, at 2 PM at the Wimborne Garden Centre.
* The practice is exploring options for automatic doors to improve accessibility, pending approval from relevant parties.
* The practice will look into the issues surrounding prescription letters and the feedback received regarding appointment scheduling.
* The introduction of toys and magazines in the waiting area will be considered as part of enhancing patient experience.
* The practice has claimed its Google review account and plans to respond to reviews moving forward.
* Discussions about implementing staff photos in waiting rooms was discussed, aiming to improve patient familiarity and accessibility.