**DINNINGTON GROUP PRACTICE**

**PATIENT PARTICIPATION GROUP MEETING**

**Held at Anston Surgery Monday 22 May 2023**

**In attendance:** Valerie Morley, Kevin Boot, Amanda Samhan, Annette Fagan, Eddie Parry,

Kathryn Allen, Carl Raynes, Claire Keightley

**Apologies**: Maureen Rogers, Jacqueline Huggins

**Minutes of the last meeting**

Agreed

**Matters arising**

* VM shared some feedback form MR re the group being more proactive
* KJA shared that JH was unable to attend due to some sad news

**New Members**

It was agreed that the article for new members is ready for publishing in YourMag – EP to action.

Discussion on having a Facebook page.

**Staffing Update**

The new Manager Claire was introduced to the PPG. We still have some reception vacancies.

**RVS PCN Community Forum**

KB attended the meeting on 25 April. Each PPG shared what they were doing. It was agreed that our PPG could visit other PPG’s in the network

**Capacity & Access**

Updates & discussion on the capacity & access initiative.

* Discussed problems with drug availability & out of stocks at pharmacies
* COVID vaccinations -We are vaccinating the over 75 patients, housebound and immunocompromised. Discussion re the pharmacies giving covid vaccinations and taking BP reading. Some PPG members not happy with pharmacies
* DNA’s we are now sending out a text reminder to patients with appointments to try and cut down DNA, especially with blood tests
* We have now introduced a new phone call back facility on the phones. So after 8 minutes it asks you if you want a call back. You can keep your place in the queue and the system will ring you back when it is you tune. Very good feedback from patients.
* Discussion on online appointments not working
* Suggested that Anita the social prescriber could do a talk at the Thursday club
* Discussed the use of the Health Kiosk

**AOB**

* Discussed issue of ECG’s and bloods at Hospital. It was reiterated that cancer bloods can be done at the Practice
* Discussed the need for a chair person for the meeting on a 6 month rotational basis
* Discussed confidentiality at Woodsetts – suggested the need for a TV to ensure privacy when speaking with reception
* Been a complaint that we only have 1 INR machine for the 3 surgeries

**Next Meeting: Monday 26 June 2023 at 3.30pm**