**DINNINGTON GROUP PRACTICE**

**PATIENT PARTICIPATION GROUP MEETING**

**Held at Anston Surgery Monday 15th January 2024**

**In Attendance:** Valerie Morely, Patricia Naylor, Joyce Cox, Kevin Boot, Annette Fagan, Judith Reynolds, Eddie Parry, Amanda Samhan, Jacqueline Huggins, Jane Walker, Kathryn Allen, Lauryn Elliott

**Minutes of the last meeting:** Agreed

**Group discussion:**

* JW was introduced to the group as a potential new member. She is sitting in for this meeting.
* EP explained that the WhatsApp group is working well, especially with the set times that are now in place. It gives time for agenda items to be discussed and any other things to be discussed in between meetings. EP to speak to Tony Fisher at Swallownest surgery regarding WhatsApp and their PPG as he is interested to see how it works.
* The group wasn’t sure if the half an hour mini meeting was working well, but then went on to have a good meeting so have agreed to continue with this for now.
* It was also mentioned that members would like the PPG meeting minutes to be sent out within 2 days after the meeting. LE explained that this isn’t always possible, sometimes there are days full of meetings and other things that must take priority. Agreed to get these done and sent out within a week if possible. It was suggested that LE uses a computer to type the minutes up as the meeting takes place, but LE felt she would have better concentration sitting with the group and writing them down as this works for her.
* The group showed some concerns around the Pharmacists changing/altering medication and feel this should only be done by a GP or only after discussions with a GP. It was also felt that sometimes medication has been changed to not suit the patient and aren’t the patient’s wishes. KJA explained that they are fully qualified to do medication reviews and have the patients’ best interest but will make the partners aware of the PPG’s concerns. The members would appreciate some feedback following in-practice discussions.
* Potential topics for the next blog were discussed which include Pharmacists, did not attend figures, social prescribes and information about new roles we have in the practice. These would have to be split into sperate blogs as we need to try and stick to one topic each time to make it an easy read.
* It was mentioned that it might be useful for the website to have more information about the doctors that shows if they are full time, part-time or locum to give patients a better understanding of the capacity and any particular areas of interests that the GPs have. **KJA to look into this.**
* The long message when phoning the surgery was mentioned. KJA explained that this was reviewed following their feedback and we have decided to leave this on as it is a 40 second message that has useful information. Other messages that can be heard after this are then played whilst patients are in a queue to be spoken to, so the practice have used this opportunity to get across information instead of having music. One of the messages on this is information about Kooth/Qwell, the anonymous mental health resource which has proven to work extremely well as the practice is one of the highest uses of this. **AR to get a blog together regarding this resource and PPG to help promote this to patients.**
* The noticeboards in reception waiting areas are needing an update, AR currently waiting for funding to be agreed to help with this. To add to agenda to discuss in next meeting and see if there are any updates. Needs to be re-arranged and updated as some will now be going out of date.
* It was mentioned that a good resource to get information out to patients would be to use the TV in the waiting rooms but unfortunately the company the practice use for this is now out of business.
* AR mentioned that the Rother Valley South website is a very useful and has information about carer support which would be good for members to take a look at. Link attached below. Agreed it would also be good to add this link to the next blog.

<https://www.rothervalleysouthpcn.co.uk/>

**AOB:**

* Updates on Dinnington car park - people are still parking on the double yellow lines. Staff now have badges to put in their car to identify cars who are parking in there. A new sign has been put up saying the car park is staff and blue badge holders only. We need to figure out a way of making patients aware it is a staff only car park. Members offered to help and stand in the car park trying to deter these patients but was agreed this could be dangerous as some patients may retaliate. To see how it goes now that the new sign has been put up. Many patients are unaware that the car park land is owned by the Partners.
* The practice have tried to get in touch with Rotherham council about the centre just next to the practice but can’t get anywhere with them. **JW to see if she can help with this.**
* KJA told members that we have 2 new salaried GPs joining us soon.
* Members agreed it would be good to start calling receptionists ‘care navigators’ as this sounds professional and may help with the way patients see the team.
* It was mentioned that the members would like action points adding onto the minutes and who it will be actioned by. LE agreed to this, will just need volunteers to action the points so we know who will be doing them.
* KJA explained to the group that any significant issues raised by the PPG are discussed in partners/business meetings.

**Next meeting - Monday 26 February 2024 3.30pm Anston medical Centre**