**DINNINGTON GROUP PRACTICE**

**PATIENT PARTICIPATION GROUP MEETING**

**Held at Anston Surgery Monday 26 June 2023**

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

Joyce Cox, Jacqueline Huggins. Kathryn Allen, Carl Raynes, Claire Keightley

**Apologies**: Maureen Rogers,

**Minutes of the last meeting**

Agreed

**Matters arising**

* The article on the PPG getting new members had been published in this months YourMag. There was some disappointment that it did not stand out enough and lacked impact. KJA had received some new interest from patients in joining.
* RVS PCN may be having a PPG facebook page that we will be able to use.
* Kiveton PPG have invited any members to attend their PPG which is being held on 19.7.2023 at 6.30pm. Any members wishing to go should email KJA.
* A concern was raised about using the health Kiosk for small people who can’t reach.

**New Members**

Joyce Cox was welcomed in joining the group to see if it was something she wished to be involved with. Introductions were made.

**Group Discussion**

As part of this years contract we have to allow all patients access to their medical records from October 2023. KJA asked the group to discuss how this could be promoted in the practice with our patients to increase uptake of online access prior to that.

* Discussed that we will have to identify vulnerable groups who will not get access to their records in case it might cause harm. This is very difficult.
* There is a danger that people will see things that they shouldn’t before the GP can discuss it with them. We have been asked to redact blood tests before we action them then release the details. This would be impossible with the number of blood tests we do.
* There was a general discussion regarding the pro’s and cons, which we will gather ideas for and discuss at the next meeting.
* Overall the PPG was not in favour of this uncontrolled access for patients to their records and think it may cause harm.

**Capacity & Access**

Updates & discussion on the capacity & access initiative.

* Update on reviewing frequent attenders. Anita, the Social prescriber is arranging meetings with them to discuss reasons
* Patients who DNA appointments are now being sent text messages to ask them why they have not attended.
* The Pharmacy first initiative is being utilised with 2/3 referral a day. Patients seem happy to be directed there.
* We will be changing the ratio of telephone to face to face appointments in favour of more F2F appointments shortly.
* We are also looking at introducing a follow up link so that patients can book in for follow up appointment with the same GP by using a text link to improve continuity of care.

**Practice Objectives for this year**

KJA explained that as a Practice we had met to discuss our objectives for the year. The key areas we want to look at are:

* 1. Care Navigation – directing patients to the most appropriate place
  2. Staff Wellbeing / succession planning – making work life better / career development
  3. Patient safety & feedback – audits , SEAs , med reviews
  4. Health & Safety & Infection control
  5. Efficiency savings
  6. Communication – patients & staff

These were discussed by the group.

**Patient Feedback**

KJA shared 2 lots of positive feedback the Practice had received recently. It was commented about how little criticism the Practice is getting.

**Flu vaccination programme**

The proposed dates for the flu vaccinations were shared with the group.

The vaccines hopefully will arrive w/c 25.9.2023

* + 1. Woodsetts 4th Oct all day Over 65 & Under 65
    2. Dinnington Over 65 Thur 5th Oct all day
    3. Anston Over 65 Fri 6th Oct all day
    4. Dinn under 65 & children at risk Tues 10th Oct 2-6pm
    5. Anston Under 65 & children at risk Wed 11 Oct 2-6pm

The practice is starting the vaccinations earlier this year in an attempt to encourage patients to come to the Practice rather than the Pharmacy.

It was asked whether we would be doing BPs at the clinics which we do not currently plan to due to staffing issues.

**AOB**

* Privacy at Woodsetts was raised. Want a TV to create more noise so that patients waiting can not hear what reception is saying. Also mentioned it is a problem in Anston
  + We have a problem getting a TV licence in order to have the TV on.
  + Need to put privacy signs up and ask people to step back
* We will shortly be assessed with a fire inspection
* The new front door at Woodsetts is very stiff and patients are struggling to enter
  + Discussed getting a button to press, but the fitters have assured the Practice it will wear off and become looser
* We do have working INR machines at Dinnington & Anston but not currently at Woodsetts

**Next Meeting: Monday 31 July 2023 at 3.30pm**