**DINNINGTON GROUP PRACTICE**

**PATIENT PARTICIPATION GROUP MEETING**

**Held at Anston Surgery Monday 4th September 2023**

**In attendance:** Jacqueline Huggins, Andrew Watson, Pat Naylor, Joyce Cox, Valerie Morley, Amanda Samhan

Kathryn Allen, Claire Keightley, Lauryn Elliott, Anita Redfern

**Apologies**: Maureen Rogers, Eddie Parry and Annette Fagan, Mary Gilgrass

**Minutes of the last meeting**

Agreed

**Matters arising**

* The terms of reference were discussed, and PPG members were made aware that they are representing the patients. The was a question of who they are answerable to and that members would like a line of accountability to help action points and for others to be made aware of things they feel necessary e.g. a GP partner.
* Everyone was reminded that the PPG is not a forum for individual concerns / problems.
* The staff to patient ratio for these meetings was discussed and it was brought up that maybe we need for more staff members to attend these meetings. LE and AR to be added to the terms of reference and a GP partner will be attending the meeting after next.
* The group to anonymously select a member of the PPG to become chair by the 15th of September. Once the chair has been selected, there should be regular communication between LE and the chair to take place before the next meeting.
* Terms of reference were then agreed.

**Group Discussion**

* The meeting’s start time was agreed to start at 3:30pm – the members are to have a short discussion beforehand and then practice staff to attend at 4pm.
* Covid and Flu vaccinations are now currently being booked. The over 65 flu invites have been sent out and the dates have been confirmed. More appointments are going to be added soon.
* Unfortunately, the covid and flu vaccine cannot be given at the same time due to the time it takes to input each patient’s data, doing both at the same time would cause a few issues and long waiting times.
* DNA poster to be updated with figures for the previous week.
* Problems with Dinnington car park were discussed. There are often a lot of issues with this car park including people parking on either side of the entrance making it hard for people to see the main road. We are currently looking at the possibility of putting double yellows on these areas.
* A lot of pharmacy and dentist patients use this car park making it difficult for our patients to use.

**Capacity & Access**

* In the short meeting that took place before, it was discussed about access to appointments. It was mentioned that patients are still having issues getting booked into a face-to-face appointment with their GP of choice.
* KJA explained that we are a large practice with GPs working at all 3 sites, GPs often have other clinics on their rota’s for example; Care home visits, baby clinics, cryotherapy etc as we have a wide range of cohorts that we care for. Also, the specific GP they would like to see could be on leave.
* It was explained that if something can be dealt with over the phone, it will be booked as a telephone appointment as this enables to the GP to speak to more patients that day. If a patient has a problem that needs to be seen, this will be booked in for a face-to-face appointment.
* We are planning on creating more face to face appointments
* We are still telling patients not to attend their appointments more than 5 minutes in advance to help reduce the number of people in the waiting room at a time for covid safety.
* It was reminded that the reception team are always happy to help with the online bookings for those who might struggle with this.

**Patient Feedback**

* CK discussed the patient survey – copies were provided to the PPG. 300 random surveys were given out and 100 were returned.
* It was discussed how we could encourage more patients to fill in these surveys, communication in newsletters/noticeboards.
* PPG members to hand out surveys in the waiting rooms ? to be discussed at the next meeting.
* We then read out some Friends and Family results from August which were positive as we received 475 responses from August and 88% said very good.

**AOB**

* Request for a GP Partner to attend future meetings, starting with the meeting in October.
* Communication strategy and election of a chairperson to be discussed at the next meeting.

**Next Meeting:** Monday 25th September 3:30pm