**DINNINGTON GROUP PRACTICE**

**PATIENT PARTICIPATION GROUP MEETING**

**Held at Anston Surgery Monday 30th October 2023**

**In Attendance**: Valerie Morely, Patricia Naylor, Joyce Cox, Kevin Boot, Annette Fagan, Judith Reynolds, Eddie Parry, Amanda Samhan, Andrew Watson, Carolyn Partington, Dr Eversden,

Kathryn Allen, Claire Keightley, Lauryn Elliott

**Apologies**: Maureen Rogers

**Minutes of the last meeting**: Agreed

**Matters Arising:**

**Group Discussion**

The PPG had a discussion on how the Whatsapp group was going. It was agreed that they would communicate between the hours of 3.30pm and 5.00pm. Generally going well. They had also discussed topics for surveys. They agreed to look at past surveys.

**Dinnington Car Park**

CP discussed Dinnington’s car park. There have been some issues with the parking here, the primary concern is safety. Also a lot of the time staff cannot get parked, the bins aren’t being emptied because people block the bin door entrance, and the ambulance bays are often being used by patients meaning ambulances cannot get parked. The pharmacy and dentist staff/patients use this car park meaning there’s even less spaces for the Practice staff to use. People also park at the sides of the pharmacy making the entrance/exit to the car park dangerous to pull out of.

After discussions it was agreed on a proposal that this car park is going to be made into a staff only and blue badge holder car park. Double yellows will be put on the sides of the pharmacy to avoid people parking here and there will be a sign to make people aware of this change.

This will take place once the re-lining has been done and will be a 6-month trail which will be reviewed afterwards.

Some ideas were shared on how to get this message out to everyone which included updating the website, putting an article in Yourmag and putting up posters around the surgery. Another good idea was that reception staff could inform patients when booking appointments that will be taking place at the Dinnington surgery, that there’s changes to the parking which will give them time to prepare and set off a bit earlier.

KJA explained to the group we would appreciate PPG support in this and if there is any negative feedback members can try and help explain the reasons behind this decision.

**On Line Access:**

Dr Eversden spoke about access to records and as of 31st October 2023 NHS England have implemented a new programme that patients who have the health app can access their full record without opting in or asking for this information.

Dr Eversden spoke about the concerns of doing this which are listed below.

* Those who are in abusive relationships – their partner only needs access to their phone and app password and then they would be able to see their medical information.
* There is a risk of patients seeing things like test results before the GP has even seen them which could cause worry and confusion.
* Children who aren’t old enough to have access to their own record but have confidential information in the record that the parent or guardian may not know about e.g. contraception would be seen.
* A patient may read on past consultations something which could cause them to be reminded of a stressful time causing them to be upset/trigger PTSD.
* It will also show all appointments that are upcoming, including appointments that patients don’t need to be aware of because they won’t be contacted. For example, sometimes the Nurses book patients in on their rota to check through the records for medication reviews etc.

After careful discussions the practice have decided to keep their system as it is – where patients have to ‘opt in’ to see this information and are not just automatically given it without asking for it. It was agreed that doing this is the best for patients’ safety and although this is against our contract a lot of other practices have also done the same for the same reasons. This will be reviewed. Everyone can access their medical records but for the time being it will stay as it is where the patient comes in to fill in an access to medical records form along with some form of ID.

**Group Discussions:**

* Eddie briefly spoke about the survey and mentioned that they would like copies of the old surveys from a few years ago to look at.
* The WhatsApp group has had positive feedback, it was agreed to only speak in the group between Monday – Friday 3:30-5pm to ensure people aren’t disturbed at weekends and at inappropriate times in the day. Joyce and Pat need adding to the group - they have provided their phone numbers and will be added.
* The PCN website and social media is now up and running which includes lists of staff roles and what they do. The link below is a leaflet from social prescriber Anita.
* Everyone agreed on the blog Eddie has drafted, with just a few bits to remove as per KJA request. KJA to have a think about any other bits of information to add to the blog.
* It was mentioned that the automated message on the phoneline regarding mental health is too long and should be removed or put under a different section for example press 1 for mental health information. KJA agreed to look into.



**AOB:**

* KJA thanked those who volunteered with the flu clinic and JC mentioned that we have had a lot of positive feedback about them. It was agreed a comments book in reception could be beneficial as these positive comments don’t get noted anywhere. KJA mentioned that the uptake for the under 65 age group had been poor for the flu vaccination.
* Over the flu days we managed to give 2478 vaccinations to over 65 patients and 728 to under 65 patients
* It was agreed the quorate of the meeting will be minimum 2 members from the practice and 4 PPG members.
* KJA reminded group member of the RVS PPG meeting on 31st October 2023. KJA to send the link to KB.
* It was agreed that two members be removed from the group circulation list as they had only attended one meeting. We have two more potential members who have applied via the website. It is planned to invite them to the next meeting.

**Next Meeting Monday 27th November 2023 3:30pm.**