**DINNINGTON GROUP PRACTICE**

**PATIENT PARTICIPATION GROUP MEETING**

**Held at Anston Surgery Monday 28th October 2024**

**Attendees:** Kevin Boot, Annette Fagan, Valorie Morley, Pat Naylor, Kathryn Allen,

Claire Keightley, Lauryn Elliott

**Apologies:** Maureen Rogers, Amanda Samham, Jacqueline Huggins, Judith Reynolds, Joyce Cox

**Minutes of the last meeting:** Agreed

**Total Triage**

Members had a few concerns regarding the new Total Triage system. One concern being that the elderly might struggle to complete these forms as it is online, and they may find it confusing. KJA informed the group that reception staff can fill in these forms on behalf of the patient and we are making sure the system is fair for all of our patients to use. Patients can still phone up or go to the front desk if needed and we will also have hard copies for those who would prefer to hand write on them rather than electronically type. This system helps to be more accurate and provides as much information for the GP as possible. For patients who do not wish to go into full details that is also fine can still have the option to say that it is personal. KJA showed members where to find the online request form on the website and encouraged the members to send in a test form to get the hang of it and can report any concerns at the next meeting. Other practices have tried this new way of working and have received good feedback about it

We will be reviewing this once it has started. This system allows some appointments to be booked in in advance and we also still have same day appointments. The form will be available from 7:30am and close when it is full as well can still only deal with so many patients a day. There were a few concerns regarding what would happen if the system went down, but we have been an electronic system for years now already so there would be no change. This will be starting on the 18th November.

**Extended Access**

KJA asked the group members if they had any feedback from the previous meeting regarding extended access. The group said it would be beer to get some feedback off of working people as it is more relevant to them.

**Dinnington Car Park**

KJA spoke about the ongoing issue with Dinnington car park, the sign is having no affect, and people are still parking in there and on the double yellows. Patients are parking in ambulance bays and blocking the storage to the bins meaning that the bins aren’t getting emptied, and GPs are getting blocked in. This is now a safety issue and so DGP are looking into the next steps we can take which will be vehicle recognition for staff and disabled parking only. Anyone who goes in without their vehicle being recognised will get a fine of £100 which will be reduced to £60 if paid sooner.

**AOB**

* **KJA to invite more members** and thanked those for their attendance.
* There were a few concerns about the RSV vaccine, some people had an invite and wasn’t sure if it was a scam or not. KJA informed the group that the nurses are responsible for this and will be contacting those eligible for their vaccine.

Next Meeting Monday 9th December 2024