**DINNINGTON GROUP PRACTICE**

**PATIENT PARTICIPATION GROUP MEETING**

**Held at Anston Surgery Monday 7th October 2024**

**Attendees:** Kevin Boot, Joyce Cox, Valorie Morley, Carl Raynes, Katie Smtih, Kathryn Allen, Claire Keightley, Lauryn Elliott

**Apologies:** Maureen Rogers, Amanda Samham, Jacqueline Huggins, Pat Naylor, Judith Reynolds, Annette Fagan

**Minutes of the last meeting:** Agreed

**Total Triage:**

Carl, the Project Manager, came and spoke about the new total triage system that we will be starting in November. This means that a GP will be triaging every appointment. Anyone who feels they need to see a GP will submit a form online (or for those unable to do this it can be done over the phone with our reception team) and then the GP allocated to do the triage that day will go through these forms and triage them. The GP will then look through the patients notes and see if they need to be seen and who by, or if anything can be done without seeing the patient e.g. a sick note then this will be done then. This means reception won’t be seen as a barrier as it will be clinician making these decisions which provides an element of reassurance for patients. If a patient needs to be seen, then reception will be told to inform the patient to come in. Other appointments will be sent to the patient via a booking link, or reception will inform the patient to book in. This system frees up actual GP appointments as it saves people being booked in for things that don’t necessarily warrant a GP appointment, patients that should be signposted elsewhere, or things that can be done without an actual appointment being made.

Other surgeries have already trailed this and have had positive feedback about it and GPs have reported they are having better workdays. We are trying to utilise the services that are available for example pharmacy first, physio and mental health practitioners etc. **Agreed could be a good idea to but some FAQ’s on the website. PPG to think of some questions patients may have and feedback at the next meeting.** The form submission will be available from 8am, but this us currently still in discussion if it could be earlier to make it easier for people.

At the minute, Woodsetts surgery isn’t changing as it may cause complications with their Dispensary. This needs mentioning in the Yourmag advert so Woodsetts patients are aware of this. **To add this to the blog.**

**Extended Access**

Katie Smith– PCN Manager came and spoke about extended access. It was explained to the group that we offer out of hours appointments such as weekends and on evenings to help those working get a more well-suited appointment. The PCN are currently looking at what patients want and what they find the most useful. Sometimes patients can be offered an appointment out of hours, but the appointment may be at a different surgery which requires more travelling – the PCN would like to know if people are happy to travel further for an appointment that its outside of normal hours or not and any other thoughts about this. A survey is being sent to several patients to get their opinion so that the PCN can see what the majority of patients prefer to help us provide the service that patients want and to get a more general understanding on patient needs. **To add to the next meeting agenda to discuss further.**

**AOB:**

KJA thanked the members who helped volunteer at the flu clinics. The clinics have worked really well and the figures were similar to last years.

It was mentioned that a link to book the covid vaccination didn’t work and the number was phoned, they weren’t able to book into the Anston site for it as they were told there were no appointments left at this site. **Mention to KS for her to look into this as we did have appointments available.**

To discuss new potential members and a new chair at the next meeting. **Add to agenda.**

**Next Meeting – Monday 28th October 3:30pm.**