**DINNINGTON GROUP PRACTICE**

**PATIENT PARTICIPATION GROUP MEETING**

**Held at Anston Surgery Monday 29th July 2024**

**Attendees**: Judith Reynolds, Amanda Samhan, Jacqueline Huggins, Annette Fagan, Valarie Morely, Joyce Cox, Patricia Naylor, Claire Keightley, Kathryn Allen, Lauryn Elliott

**Apologies:** Kevin Boot

**Matters Arising:**

* The minutes from the last meeting were agreed.
* KJA informed the group that we haven’t had chance to recruit some new members yet but will be looking into this soon.
* JH has now written the blog but queried what the word limit is. **KJA To look at the previous blog and see how many words were written then and let JH know.**
* CK discussed the telephone message that members have previously raised concerns about. It has been listened to again and CK has agreed that it needs to be changed as it is too long. **CK Going to speak with Carl on his return** and see if it can be changed to a happier, shorter message and then some music whilst people are in the queue. Agreed it needs to be made simpler as people switch off when listening to long messages.
* The prescription line has changed and now the voicemail says ‘leave a message’ instead of ‘leave your name and your prescription order’ which is causing some confusion as people are just leaving messages asking for the prescription clerks to call them back. **CK is going to look into this as she thinks it has reset itself – it is not something the practice have changed.**
* **PN** asked if appointments can be pre-booked or not as she tried to prebook an appointment recently and the receptionist told her that she is unable to do this. The group have now been made aware that there are pre bookable appointments online and reception can also prebook. PN did say that the receptionist went online to check if there was any on there that she could book for her but there wasn’t at that time. **CK will speak to reception to let them know that they can pre book appointments.**

**Pharmacy First Scheme:**

* **JC** brought it up that there are still ongoing issues with the Pharmacy First scheme. Someone had presented to the Pharmacy with an eye issue and was told by them that they needed an emergency appointment at the doctors that same day. When asking for a same day appointment, they were told that there weren’t any appointments left and if they have been told that they are needing to be seen today will have to go to A&E. Concerns were that it can feel like everyone is passing patients on to someone else for them to deal with. CK and KJA tried explaining that not all pharmacies were on board with the scheme when it first came out and we are aware that different pharmacies/staff members can provide a different service. The group were informed that this is their scheme and because we are separate businesses it can be tricky to sort this. Meds management are aware that this scheme it isn’t working as well as planned. **KJA and** **CK agreed to take this and feed it back at the next meeting to make them aware of these patient concerns.**

**Collective Action:**

* KJA informed the group about collective action on the back of Dr Eversden’s presentation from the last meeting. It was explained this is currently being spoken about in the news and more and more people are being made aware of the current situation. KJA wanted to make the group members aware that this is not about GP’s pay and is for more money for better services and patient care and GP practices want the same as what patient’s want. Members were told that we have some trainee GP’s who are leaving us next week and they can’t find job’s as no Practice can afford to recruit them.
* A video was then shown to help explain the situation in more depth which can be found on our website under the ‘news’ section and there is a link for this is below.

<https://www.youtube.com/watch?v=Tds7ML2OfY8>

**Flu:**

* KJA informed the group that flu season is upon us, and we have a delivery date for the vaccines which is the w/c 1st September. The clinic dates are;

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* Woodsetts 18th September - over 65’s AM under 65’s PM.
* Dinnington Thursday 19th September - over 65’s all day.
* Anston Friday 20th September - over 65’s all day.
* Dinnington 24th September - under 65’s 2-6pm
* Anston 25th September - under 65’s 2-6pm.

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NOTE THESE DATES HAVE NOW CHANGED SEE FOOTNOTE AT END OF THE MINUTES

* KJA said last year worked well with the volunteers showing patients were to go and assigning them to rooms so any volunteers for this year again would be really appreciated. Anyone interested in this is to email KJA so she has this in writing and it will be confirmed who is down for which dates nearer the time.
* If patients can’t make the date or time they have been given, they can attend at the other site (after checking that the age group matches the clinic that is on). KJA explained that any patient’s who go to the pharmacy/elsewhere for their flu vaccination means we don’t get paid for this which affects the funding of our services, so we need as many patients as possible to come to the surgery for it this year. We do have early delivery dates so hopefully this means most patients will come to us for their vaccination.

**AOB:**

* KJA reviewed the Friends and Family results since the beginning of the year and we have continuously achieved around 92-93% of ‘very good/good’ results from patients who have had a text after they have had an appointment. The majority of these results are very positive and are a lot better than the annual PCN survey that gets sent around.
* JC discussed an issue that her husband had with duplicate blood appointments and CK is to look into it.
* KJA informed the group that there is a PCN PPG online meeting tomorrow at 2pm if anyone would like to join and represent us as we have no chair to attend now. There were no volunteers for this.
* It was agreed to miss the August meeting due to holidays and needing more time to complete the actions from previous meetings

**Next Meeting – Monday 30th September 3:30pm**.

**Footnote:**

Whilst we were trying to deliver the flu vaccinations early, we have discovered that government guidelines have stated that Over 65 and under 65 patients at risk cannot have their flu vaccination before 3rd October 2024. This is to ensure that the benefits of the vaccine last further into the winter months.

We have therefore changed the dates as follows:

Dinnington Surgery:

**Thursday 3 October 2024 8.30am – 6.00pm Over 65**

**Tuesday 8 October 2024 2.00pm – 6.00pm Under 65 at risk & children at risk**

Anston Surgery :

**Friday 4 October 2024 8.30am – 6.00pm Over 65**

**Thursday 10 October 2024 2.00pm- 6.00pm Under 65 at risk & children at risk**

Woodsetts Surgery :

**Wednesday 9 October 2024**

**8.30am – 2.00pm Over 65**

**3.00pm – 6.00pm Under 65 at risk & children at risk**

**Please email Kathryn again with any of these dates that you can help as a volunteer.**