**DINNINGTON GROUP PRACTICE**

**PATIENT PARTICIPATION GROUP MEETING**

**Held at Anston Surgery Monday 13th May 2024**

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

**Apologies:** Maureen Rogers, Kevin Boot, Jane Walker, Valerie Morely

**Minutes of the last meeting:** Agreed

**Matters arising:**

* KJA informed the group that Carolyn, the Group Manager, has continued to try and get hold of JADE to discuss the car park had no progress with this.
* JH will be doing the blog this time but is unsure of the last date of submission. Is going to include information regarding care navigators and their roles and leave DNAs until the next blog. **CK to update the DNA form with the figures and how costly DNA’ing appointments can be.**
* We are now looking for a new chair as EP has now sadly resigned. Currently no one would like to fill this position, so we have decided to wait until the next meeting when more members attend. The group realise and appreciate how much EP did for the group and wished him well for the future.

**Group Discussion:**

* KJA informed the group that the PCN has recently sent a survey to 3000 patients in each GP practice in the PCN. The results were then sectioned into charts and graphs where we could compare to the rest of the PCN. The results were not as good as we liked, but all 4 surgeries were fairly similar in total. Thurcroft surgery is a lot smaller and has fewer patients which helps explain why some of the answered differed.
* The questions that we did the best on, getting 94% on them all, were; if the patient felt their needs were met during their appointment, if the patient was involved in the care and treatment as much as they’d like to be and if they felt they saw the most appropriate clinician.
* KJA then read out some of the positive comments and members thought it would be a good idea to put these on the noticeboards so all patients can see them. **CK is going to give these to AS to put up.**
* KJA gave an update on Dinnington car park which unfortunately is no better as patients are still parking in there leaving little space for staff. CK said when she has been there, she has noticed that no one parks in the pharmacist spaces as they have the sign right in front of the space which patients do seem to follow. We are currently looking into getting some vehicle recognition or a barrier.
* Members raised concerns that when phoning Woodsetts Surgery there is just music playing and it no longer tells you what number in queue you are. **CK to look into this.** LE rang the Anston/Dinnington number to see if there is still a numbered queue on this line which there is.
* There were some concerns regarding the mental health message still being on the phone, agreed need more of a variety instead of it repeating itself. **CK/CR to look into.**

**Noticeboards:**

* AS is going to meet with VM at Woodsetts to start the noticeboard. Going to let CK know when so she can be there at the same time, want them to mirror Dinnington noticeboard.

**AOB:**

* JH mentioned that she showed someone our website and got some positive feedback from this.
* AS said she saw our new salaried GP Dr Travers and praised her and said she was very efficient and caring.
* KJA read through JW email but decided it would be best to wait until she attends a meeting again so she can talk through everything.
* Members agree they would like the Practice Manager to come to a meeting to talk through the finance side of things to help get a better understanding. **To arrange this.**
* A few people maybe missing the next meeting due to holidays and appointments.

**Next meeting Monday 1st July at 3:30pm.**