**DINNINGTON GROUP PRACTICE**

**PATIENT PARTICIPATION GROUP MEETING**

**Held at Anston Surgery Monday 8th April 2024**

**Attendees:** Eddie Parry,Patricia Naylor, Joyce Cox, Annette Fagan, Judith Reynolds, Amanda Samhan, Jacqueline Huggins, Anita Redfern, 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 been trying to get hold of JADE to discuss the car park but has been unsuccessful with this.
* Members were informed that the PCN have just started putting staff role information on the TV in the waiting room now for patients to watch when in the waiting room.
* None of the PPG members had used the link in the last minutes to look at the PCN website which also described the PCN staff roles.
* The out of stock medication process will be discussed at a later meeting.

**Group Discussion:**

* EP informed the practice staff that they had a good mini meeting again.
* It was decided that Jacqueline would write the next blog on ‘Did Not Attend’ appointments.
* The Yourmag blog has been published and a copy of this was brought in for members to read if they’d not already seen it.
* EP met with Tony Fisher, the PPG chair from Swallownest. He reported this was a good meeting. EP was unaware that we have a call back system where instead of waiting in the queue, you can opt to leave your name and number and one of the team will get back to you. EP also informed Tony on the PPG WhatsApp group that we have and explained how well this has worked for us.

**Noticeboards:**

* AS and AR have made some progress on the noticeboards. These will have specific sections on them, and information will be made a lot clearer to read. AS said that the mental health board stands out a lot more now. AS had ordered some Velcro dots to help put things up instead of using the pins as they are struggling to use them.
* Some new posters are needed for the medical board – Alex from the PCN is looking into getting these. Once he has found some he will pass onto AS/AR for them to put up.
* It was agreed that the PPG noticeboard need updating and need a new title.
* PPG are to take ownership of the noticeboards but will need updated posters/information to be able to put on them. Ideally would like the noticeboards to be updated once a month. This could include some patient Did Not Attend (DNA) information.
* The plan is to do Anston first then once it is complete to do the same at Dinnington and Woodsetts, all of these shall look the same.
* CK is going to speak with Woodsetts staff soon to inform them that this will be happening. There were some concerns that the Woodsetts noticeboard is in the wrong place and isn’t visible for patients.

**Blog:**

* In the next blog JH has agreed to write and include information about DNA’s. CK passed around an information sheet which shows in the last 12 months we have had 5686 DNA’s which then shows how many appointments, hours and seconds this equates to. It also has information on about how to cancel an appointment using option 4 on the phoneline, on the NHS app or by calling in to reception. **It was agreed that we could also add on the amount this has cost the NHS and what this money could have been used for instead of wasted appointments.**
* There were some concerns that some people may not be aware of the acronym ‘DNA’ so it is important to state on the blog and on any future posters what it actually means. It was also suggested we could have an acronym section in the blog.
* The Practice will soon be implementing a policy for patients who repeatedly don’t turn up for their appointment or don’t answer the phone after booking a telephone appointment. These patients will be given a warning that if they continue to do this it could lead to being removed from the practice.
* KJA and CK explained that we do already have a procedure in place that checks patient information before sending out these letters to ensure they are not sent inappropriately, for example to children or patients with safeguarding issues.

**Pharmacy:**

* There are still some concerns regarding the Pharmacy First scheme, some patients have had experiences where they have gone to the pharmacy for a problem that they have previously stated that they can see them about and have been told to see their GP. This has been reported to CK to look into.
* There are some issues with the pharmacy in general, mainly with prescription issues. The group were informed that the pharmacy isn’t anything to do with the Practice as they aren’t our staff and we have no control over them. Any concerns and complaints regarding them should be passed to them directly.

**Online referrals:**

* KJA informed the group that there will soon be online referrals where patients can self-refer to different services without having to see a GP or nurse, including Ear Care and Audiology, Continence Service, Adult speech & Language and others. There is currently some technical issues, so we are hoping it will be up and running soon.

**AOB:**

* The next meeting will either be the 13th or 20th May at 3:30pm. **A poll will be sent out on WhatsApp to decide this.**
* A few PPG members spoke about their personal issues with the practice, KJA reminded the group that this meeting is about improving the Practice in general and shouldn’t be used to discuss personal issues. KJA reminded the group if they have any personal concerns, they can discuss them with Claire after the meeting and will be treated appropriately.
* JH said she had a positive experience using the Accurx system and had a response that same day.