**DINNINGTON GROUP PRACTICE**

**PATIENT PARTICIPATION GROUP MEETING**

**Held at Anston Surgery Monday 27th January 2025**

**Attendees:** Annette Fagan, Valerie Morley, Judith Reynolds, Sandra Boot, Kevin Boot, Joyce Cox, Diane Graham, Patricia Naylor, Graham Green, Claire Keightley, Kathryn Allen, Carl Raynes, Lauryn Elliott

Apologies: Jacqueline Huggins, Andrew Watson, Amanda Samhan

**Minutes of the last meeting**: Agreed

**Matters Arising:**

* KJA said that the group needs to have a think about allocating a Chairperson again, especially now the group has more members. To have a think for the next meeting and allocate someone.
* KJA informed the group that we are waiting to sign the contact for the car park vehicle recognition to be put in place. We are still having issues with people parking in ambulance bays, on double yellows and blocking in GPS which prevents them going on visits. The car park will be for staff and disabled badge holders only. The council have been informed, and we have enquired about the ‘Jade’ car park, but that is not an option.
* The prescription phone line will be ceasing at the end of March as we have received guidance about it being unsafe. Patients often leave mumbled messages and prescription clerks cannot hear and patients are getting their prescriptions late. The way to order prescriptions now will be through the NHS app or by putting in the slip in the box in reception. (CK to look into resolving the issue with the patient discussed)
* There was a discussion about continuity of care and it was said that everyone agrees that seeing the same clinician when possible is ideal, especially about an ongoing issue. Where possible we try to make this happen, some GPs might book a patient in to an appointment for a follow up in a few weeks’ time, or write on their notes/send out booking links to be rebooked in with them. In some cases, this isn’t possible due to annual leave, sickness or having different clinic rotas’ on e.g. care homes, baby clinics and joint injections.
* **Agreed to debrief with the reception team if a GP/clinician has told a patient to re-book in with a specific GP for them to do so.**

**Total Triage Update:**

* CR came and spoke about total triage and that the update is overall a positive one. The did not attend (DNA) rates have decreased. The on the day red appointments are at 1.8%, amber are 1.9% and green are 2.1%. This shows the appointments further in advance have the highest DNA rate which is usually the case. The DNA rate was up to 7.8% before we switched to total triage.
* Reception are still filling in the forms on behalf of patients for those who are unable to do this themselves and will continue to do this. There are currently no plans to start total triage at Woodsetts. If any patients at Woodsetts were to ask for this then they would have to be registered at Dinnington/Anston for now.
* The on-call GP workload is more bearable and both staff and patients seem to think the new system is working well. Recent Friends and Family results for December 2024 was 95% very good/good which is the highest it has been for a while.

**Proactive care:**

* The group were informed that the Long-Term Conditions scheme has now ceased and been replaced with Proactive care by the South Yorkshire ICB.( Integrated Care Board)
* This new scheme is there to help support mange patients’ care proactively. The most vulnerable patients have been identified and assessed and discussed in an MDT (Multi- disciplinary Team) meeting with outside services such as community matron, carers resilience and social workers. A few of these meetings have taken place so far and are going well.
* The case load for these patients are high risk diabetic, COPD, frailty and cancer.

**PPG Members Issues Forum:**

* DG mentioned that the system online ‘contact us’ section isn’t working. **KJA said we are already aware of this issue and are trying to get this taken off, to look into**.
* It was brought up that the medical abbreviations can sometimes be an issue as not everyone knows what a ‘HCA, PA, ANP ‘etc are. KJA said that these are all on our website under the staff section. Unfortunately though, the full name description cannot be put on text reminders as it is the rota template that’s used.
* A few members stated they have had issues with North Anston Pharmacy. It was said that the queues were very long and they had to wait an hour to be seen, they had a temporary pharmacist who didn’t know where everything was and seemed to be very understaffed. If official complaints are put in, then Pharmacy management are more likely to look into and help get more staff. KJA advised to put complaints into them as we are separate businesses, and we don’t manage them.
* There were concerns regarding needing help in an emergency and having to fill out the triage form. KJA reminded the group we are not an emergency service and in the event of an emergency, 999 should be phoned. If a patient needs advice, they can phone, and reception will help. A member of the group had recently phoned 111 and said it was a very positive experience and so this is also an option if appropriate.

**AOB:**

* KJA said that there is a community health forum teams meeting tomorrow (28.01.25) at 3:30pm if anyone from the group would like to represent Dinnington, but no one volunteered to do this.
* The terms of reference have been updated, and a copy was passed to all members.
* KB and SB gave their apologies for the next few meetings as they are going away.

**Next Meeting – Monday 24th February 3:30pm**