**DINNINGTON GROUP PRACTICE**

**PATIENT PARTICIPATION GROUP MEETING**

**Held at Anston Surgery Monday 24th February 2025**

**Attendees:** Andrew Watson,Annette Fagan, Valerie Morley, Patricia Naylor, Dr Douglas, Claire Keightley, Kathryn Allen, Lauryn Elliott

Apologies: Jacqueline Huggins, Graham Green, Joyce Cox, Sandra Boot, Kevin Boot

**Minutes of the last meeting**: Agreed

**Matters Arising:**

* KJA spoke about the prescription line and reminded the members that this service has now closed. There are posters around the surgeries to inform people of this, this has taken place as we have followed guidelines from above for safety reasons.

**PCN Update:**

* Dr Douglas came and gave an update on the Primary Care Network (PCN) to the group. It was discussed that we are currently taking part in a pilot scheme which is to help us learn how to work better and implement new ways of working. We are currently also looking into how we can improve continuity of care. It was explained that continuity of care is very hard to achieve for all patients, but for certain groups with complex needs we are looking at how to improve this and make it more of an easier process for this to take place. Continuity of care helps achieve patient satisfaction as well as GP satisfaction and we acknowledge that it is important for patients. The pilot is for 2 years.
* Dr Douglas also spoke about the use of Heidi, which is medical AI technology that some clinicians are starting to use during consultations (with the patients consent). This software listens to the consultation and can summarise the points which can then be copied and pasted into the patients record/on to a referral letter. The clinician will then check this over to make sure nothing is missing and check for any spelling mistakes etc. GPs who have used this technology so far seem to be enjoying it and have reported it is working well and is saving time from them having to do this admin themselves. This will be being sent out on appointment reminders to inform patients that this might be used during the consultation with their consent.
* Total triage is still working well, and we have had a lot of positive feedback from this. There were some questions asked regarding why it isn’t kept on all the time, Dr Douglas explained that this is our aim in the future to be able to leave it on, but at the minute it doesn’t work with the volume of requests compared to clinicians. We would receive a lot more requests than appointments available, which would have a continuing knock-on effect to the following day and so on. The time that it is turned of depends on the number of requests received for the day so the cut off time varies day to day. Admin queries always stay on. If a patient is really ill and it is turned off, they can phone up, and if appropriate, they will be added on to the on call GP’s list or they will be advised to go to A&E/ phone 111 as we are not an emergency service.

**PPG Members Issues Forum and AOB:**

* VM Mentioned that Woodsetts notice boards are too small and could do with another one as it is looking a little cluttered and there no space for new posters. **CK to look into.**
* The next chairperson was meant to be getting discussed in the meeting, but it was decided to add this to the next meeting’s agenda where there is hopefully more members that attend to decide who will become the next chairperson.
* The was a small discussion around the meeting frequency and it was agreed that once a month is a fairly big commitment and comes round quickly meaning some agenda items may not have been actioned in time for the next meeting. It was agreed to have these meetings every other month from now on which will hopefully mean more attendees and more agenda items.

**Please see below for the dates we have decided on for the rest of the years’ meetings**

* The car park at Dinnington is no further forward as we are still in the process of sorting this. Disabled badge holders will be able to park in this car park still, they will just need to register this with the practice.

The following dates are when the PPG meetings will be held this year:

* Monday 28th April
* Monday 30th June
* Monday 1st September
* Monday 27th October
* Monday 22nd December

**Next Meeting – Monday 28th April 2025 3:30pm**