**DINNINGTON GROUP PRACTICE**

**PATIENT PARTICIPATION GROUP MEETING**

**Held at Anston Surgery Monday 28th April 2025**

**Attendees:** Andrew Watson, Annette Fagan, Valerie Morley, Judith Reynolds, Sandra Boot,

Kevin Boot, Jacqueline Huggins, Patricia Naylor, Graham Green, Kathryn Allen

Marsha Raynes, Claire Keightley, Lauryn Elliott

Apologies: Joyce Cox

**Minutes of the last meeting**: Agreed

**Matters Arising:**

* AW volunteered to act as Chair until Christmas, with a review scheduled afterwards.
* KJA informed AW and members what is expected from the chair – this includes approval of minutes, to liaise the agenda and meeting timings with LE and to ensure inclusivity and that everyone has the opportunity to contribute.
* AW agreed to this and emphasised he would like to start highlighting positives during meetings and encouragement for increased interaction and improved communication within the community.

**Total Triage Update:**

* From a practice point of view, we believe that the triage system is functioning well with more patients being seen due to more availability.
* Doctors are actively involved in the triage process and triage all of the requests.
* There were some discussions about improving access routes to get an appointment. It was mentioned that the NHS App is the simplest way to get an appointment. For those who struggle with this, receptionists are helping these patients/filling them in on their behalf. **To check if we still have the ‘help’ forms on reception.**
* PPG to consider conducting a survey to assess patient experience and gather opinions on the new system. Although, the monthly ‘Friends & Family’ test results are running high currently at 94% which is very positive and shows us patients like the system.
* Patients frequently contacting the surgery are identified and although staff are attempting to manage the situation, the situation will never be able to be fully resolved and they can continue to fill in the forms.
* KJA agreed to gather statistics on online vs phone appointment bookings. Stats to be presented at the next meeting. It was reported the phones are significantly less busy now though.
* Article for YourMag proposed to promote the NHS App. The group aims to spread awareness as much as possible.

**Continuity of Care:**

* A concern was raised about wasted appointments when patients could not see a specific GP of their choice. It was explained that sometimes it’s not possible to see your preferred GP, but where possible we try to make this happen.
* CK spoke about the importance of continuity of care, and we understand that some patients would benefit from seeing the same GP for specific ongoing issues.
* We have plans to be more proactive in managing patients who would benefit from consistent GP care. We have a set list of patients who GPs feel would benefit from this and once they come out of this particular period of care they will be removed from the list.
* We are currently doing a trial of pop-up notifications on front screens to remind GPs/staff of patients needing continuity of care.

**Shingles Vaccination Eligibility:**

* Some clarification needed regarding eligibility criteria, particularly for immunocompromised patients. **Reception to be informed of this and management to look into. -** KJA informed the group that we havecoding information on the front page for vaccinations like shingles and covid. Eligibility criteria are subject to change and are monitored and updated.

**Heidi – AI:**

* AI system called “Heidi” is currently being trailed. Only a few GPs are using it at the moment. The AI transcribes consultations in real time. GPs review the transcriptions afterward to make sure everything is accurate. The transcriptions are not stored permanently in the AI system, only in official medical records.
* All patients will be asked in the consultation if they are okay with this being used.
* Benefits of this are that this frees up a lot of GP time that is usually spent on doing admin.
* The PPG members were very supportive of this and aware that it had been used in their consultations

**AOB/ PPG Members Issues Forum:**

- It was mentioned that Woodsetts noticeboards are looking okay but could still do with bigger ones for more information to be put up. - A member brought up an issue regarding a high blood pressure message that was sent via text to the patient, offering them medication for high blood pressure. Explained that this caused confusion and distress and would have preferred a phone call or face to face discussion rather than a text. **Management to look into this further.** - The Dinnington car park is now being monitored, and the camera and signs are up. KJA reminded members to spread the word about that patients who are unauthorised to park will receive a fine.

- AW mentioned the survey that he and Valerie had completed on behalf of the Practice. IT was the 10 year NHS Plan survey, where the NHS want to gather information on what services patients want GP practices to provide. This is now closed – but can access the findings by clicking the link below. [https://change.nhs.uk/en-GB/](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fchange.nhs.uk%2Fen-GB%2F&data=05%7C02%7Clauryn.elliott%40nhs.net%7Ced13ad4e489b439a6de008dd9171da4d%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638826640468130634%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=hTE9ovpALDjIJg3P9Rt1VSLU4DmgTXwTX7bMRS8hWq4%3D&reserved=0)