**DINNINGTON GROUP PRACTICE**

**PATIENT PARTICIPATION GROUP MEETING**

**Held at Anston Surgery Monday 24 April 2023**

**In attendance:** Maureen Rogers**,** Valerie Morley, Kevin Boot, Jacqueline Huggins, Amanda Samhan, Annette Fagan, Kathryn Allen,

**Apologies**: Eddie Parry

**Minutes of the last meeting**

Agreed

**Matters arising**

N/A

**New Members**

The PPG members read, discussed and agreed the wording for the article in YourMag to attract new members.

**Self Care**

A discussion took place about how the PPG can encourage patients to self care. – create a poster with information for each surgery. Use Yourmag

The Health Kiosk was discussed as an option for patients to self care and provide readings to the practice for BP etc.

Discussion on how the blood pressure machines are used. Suggested that blood pressure could be taken with the patients at the Thursday club.
MR / VM had created a word search on self care that can be put in reception to promote what is available.

**Staffing Update**

We have a new Manager Claire starting on Monday 22 May 2023 and a new nurse Ola. We still have some reception vacancies

**RVS PCN Community Forum**

Is being held on Tues 25 April. Members were asking if they wanted to attend KJA to forward the link.
Concern that the meeting was becoming too broad and not local to the PPGs

**Cancer Awareness Training**

Dr Eversden has received an email re Cancer Awareness training programme. They are wanting to contact local leaders or member of PPG to help spread the word about cancer screening through some training. All PPG members said they would be interested in this and it could be done at the woodsetts village hall when the Thursday club meets.

**Capacity & Access**

There is a new national initiative launched nationally to improve access to GP Practices. Unfortunately, it does not involve recruiting more GPs. It focuses on how we can improve access in other ways such as updated our telephony system – we have just introduced a new cloud based system that informs us of how many patients are waiting in the queue and provides much more statistical information. The Practice has to produce a plan and complete a template by June and will be involving the PPG in achieving objectives. Some of the key things that have been identified for our plan are:

* Promote the use of the pharmacy scheme
* Review the number of DNA’s and update our policy in order to reduce them
* Look at identifying the frequent flyers and the reason the over use and referring appropriately to the social prescriber
* PPG suggested having the option on the phone system to cancel appointments
* We need to avoid telling patients to phone back and at least offer them some sort of option
* PPG suggested we do a patient guide for appointments

**AOB**

* PPG getting a lot of feedback on how good our website it.
* Query re Care homes only taking cash – CR to check with Kiveton Practice as it is Ladyfield
* PPG to look at what venues / events they could attend to promote the PPG
* PPG members would like to visit other PPGs in PCN to gather ideas
* NHS Choices are receiving quite a few compliments re the Practice

**Next Meeting: Monday 22 May 2023 at 3.30pm**