**DINNINGTON GROUP PRACTICE**

**PATIENT PARTICIPATION GROUP MEETING**

**Held at Anston Surgery Monday 27th November 2023.**

**In Attendance**: Valerie Morely, Patricia Naylor, Kevin Boot, Annette Fagan, Judith Reynolds, Eddie Parry, Amanda Samhan, Claire Keightley,

**Apologies**: Kathryn Allen, Lauryn Elliott, Joyce Cox

**Minutes of the last meeting**: Agreed – Amendment - Andrew Watson taken off attendance list from the minutes in October.

**Matters Arising:**

**Group Discussion**

The PPG had a discussion before meeting with DGP staff. Eddie felt this had been the most productive out of all the pre meetings.

**New members**

Eddie asked if the group could take new members, CK said now the group is well established, only if a member left it would create a vacancy for someone else.

**Decision on patient Survey’s**

At the last meeting Eddie mentioned he would like to look at copies of old surveys and the group had been able to look at previous surveys in the group discussions surveys. One survey was from 10 years ago and the recent survey wasn’t a localised survey it was NHS wide. It was decided that a questionnaire would be better than a survey and giving out the forms to patients when they attend the surgery. Eddie suggested for next month’s meeting if everyone could send a question via WhatsApp then discuss as a collectively 15th January. Most consistent item to come from the survey was patients finding it hard to get an appointment.

**Action: PPG members to think about one question each for a patient’s questionnaire and send via WhatsApp.**

**Blog**

Eddie had not managed to get the blog sent in on time for “your” magazine so there will not be a seasonal message this year for Christmas or New Year. AR, Social Prescriber asked if Eddie could add to the blog about other appointments that are available, i.e. do you need to see a GP, can a pharmacist help or do they need life style advice, Anita runs Health and Wellbeing groups and can offer advice on housing benefits and low level mental health. Groups are also available for newly diagnosed Type 2 diabetes patients who meet once a month for 3 months. KB suggested that every month in the blog there is a “did you know” item.

**Did not attend strategy.**

Discussion took place of how to improve patients not attending their appointments i.e. not turning up instead of cancelling. Update information on notice boards of how many missed appointments happen at the surgeries each month for patients to see.

**Other key improvement areas where the PPG can help.**

Discussions around how patients’ information is communicated. Eddie said before he came to the meeting he took time to look at the notice board and said there was lots of irrelevant and out of date information.AR said each notice board in each of the 3 practices need to be updated and relevant information needs to added including “what’s on” AR said she would take on this task and monitor monthly the notice boards. CK asked the PPG members to have a think about if this were something they would like to take on in their role as members. Eddie asked how to tackle receptionist / patient relationships. How do patients feel about the receptionists asking what their problem is before seeing the GP. CK reassured the group that this question is asked to ensure patients are seeing the correct Dr or navigated to the right care the patient needs. Receptionists’ roles are now more of a care navigator role which means the questions they are a low level of triaging to ensure the patient gets the best possible care by the right service. Discussion took place to see if better signage for patients to speak to the receptionist in private if they feel they have an embarrassing problem and do not want anyone else over hearing. Some of the PPG members liked the name of a care navigator rather than a receptionist.

**Action: PPG members to look at what terminology would come across to patients when asking to speak in private.**

**AOB**

AR to look at updating notice boards in each area.

CK thanked everyone for attending the meeting. The next meeting due to the Christmas / new year period the would be 6 weeks.

Eddie briefly spoke about prescriptions and the time it takes to process. CK asked that for repeat prescriptions to leave 48 hours before checking if it has been done.

CK reminded the PPG about the car park re lining on that will take place 19th December. (depending on the weather) Parking will be limited that day.

**Date of next meeting: 15 January 2024**