**DINNINGTON GROUP PRACTICE**

**PATIENT PARTICIPATION GROUP MEETING**

**Held at Anston Surgery Monday 7th July 2025**

**Attendees:** Andrew Watson, Annette Fagan, Valerie Morley, Judith Reynolds, Sandra Boot, Kevin Boot, Joyce Cox, Patricia Naylor, Graham Green, Jacqueline Huggins, Amanda Samhan, Eddie Parry, Claire Keightley, Lauryn Elliott

**Apologies:** Kathryn Allen

**Chair’s Welcome**

AW has volunteered to be chair until Christmas and then it will be reviewed. General duties of the Chair include approving meeting minutes, liaising with the Practice regarding the agenda, timings and structure of meetings and making sure everyone gets their say. He welcomed everyone to the meeting and thanked them for giving up their time to attend. He also thanked the DGP staff for attending and to Lauryn for taking the minutes. He also welcomed EP back on to the Group. AW then explained the agenda structure and meeting format.

**Minutes of the last meeting (28th April 2025)**

Proposed and seconded and all agreed that it was a true and accurate record.

**Matters arising -** None

**Total Triage**

CK spoke about total triage and said from a practice point of view – it is working really well. Overall, we are seeing more patients as we have much more availability now. Doctors triage all the appointments and navigate to the appropriate member of staff. Last month in June, we had 3714 phone calls and 4043 online requests. We have had some teething problems but as time has gone on, both staff and patients are getting more confident with it and we have received positive feedback from patients about this.

We are currently looking into our DNA (did not attend) policy. We had 70 chronic disease appointments that did not attend last month and 29 patients with red on the day appointments. This is an ongoing issue, and we are looking into ways to reduce this number. DGP to update members on the plan once it is finalised. It is a possibility that those who frequently DNA will be discussed in the clinical meeting to decide appropriate next steps.

AW agreed that the new system works as he has had personal experience using it and after submitting online form he was seen within 3 hours. Agreed it is important to push out positive feedback to the Practice.

**Future Meetings Structures 2026**

AW had prepared a discussion document with some suggestions/recommendations and ideas and these were circulated around the table and are also attached to the minutes as a refresher. He emphasised that these were only his ideas.

He took the Group through the paper highlighting the strengths of the Group, what he felt was probably not so good and offered points on what could be delivered long term and highlighted what could happen if we did nothing.

One idea is that when the time comes to elect a Chair, preferably a Practice Manager to lead the PPG Group because of their knowledge and experience of NHS matters and then to elect a Vice Chair which would be a volunteer patient from the PPG. It was suggested that the PPG should hold an Annual General Meeting (AGM) during the last meeting month of the year with at least 14 days’ notice given in writing to members.

It was discussed that communication is important, and we need all members to interact and keep the communication strong with each other and also in the community. It was suggested that we look into doing Yourmag again, keep the website and noticeboards updated, possibly look into going in to schools to discuss how the system works. Doing this then enables students to pass this information onto their Parents/Grandparents. AW also spoke about helping the practice and moving positively and understanding that it isn’t just an opportunity to voice personal concerns, the group needs to work together and strive for improvement for DGP.

It was also mentioned that themed meetings may be useful, whereby the meeting should have one/two major items, plus updates from previous meetings. He also suggested that where appropriate, small working groups could help in certain project areas especially now that the NHS has launched the 10 year plan. With a 3.30pm start including refreshments, the 30-minute pre-meeting/forum to be discontinued. The finish time of 5.00pm would be unchanged.

It was agreed for everyone to have a look at the ideas suggested from AW and to give feedback in September at the next meeting with any ideas, comments or suggestions. Hard copies were available at the meeting.

**Communication**

The NHS App was discussed especially ‘patient access’ together with text messages to patients. CK explained the rationale.

GG raised a concern regarding an issue with his vaccination eligibility, where he was informed that he was not eligible despite meeting the criteria. CK suggested that this might be due to a coding issue, as eligibility is typically noted on the front page of patients' medical records. CK also mentioned that eligibility criteria can change frequently, which might have contributed to the confusion. CK to look into this.

Additionally, there was a discussion about the process of ordering prescriptions. CK recommended using the NHS app as the most efficient and quickest method for ordering prescriptions. This approach streamlines the process and ensures timely access to medications.

It was agreed that the Group should keep communicating via e-mail and the whatsapp group**.**

**Car park update**

CK addressed the recent complaints we've received concerning the car park, which were anticipated. It's important to remind everyone that if you are a blue badge holder, you must register your vehicle at reception each time you visit.

These measures were implemented because staff members were being blocked in by the public, preventing GPs and nurses from going out on visits and obstructing ambulance parking. The main issue is that now patients cannot park and the surrounding roads are very congested. After much discussion AW asked when the agreement with the parking company is being reviewed. CK said that it will be reviewed in 1 year. AW asked that the PPG is fully consulted and that it should be an agenda item in October. AW said other alternatives must be considered.

**AOB**

CK addressed recent media reports concerning unapproved AI technology. CK informed the group that our staff have ceased using this technology for the time being, and all related information has been removed from our website until we hear otherwise.

The group thanked AW for preparing the document and for the structure of the meeting.

**Next Meeting – Monday 1st September 3:30pm**

**Meeting closed 5.05pm**