**Patient Participation Group Meeting**

**Minutes of PPG Meeting held on Monday 4th November 2024**

**Attendees**

JM Practice Manager

RB GP Partner

NH Reception Supervisor

**PPG Members** BC

GL

SW

LJ

TF

CF

TB

MH

**Introduction**

Attending members of the Patient Participation Group and Staff introduced themselves for the benefit of those who weren't in attendance of the last meeting or were new to the group.

**Minutes of the previous meeting**

These were agreed. BC asked for an amendment to patient feedback could be made which NH has now completed.

As feedback from the previous meeting were being discussed JM informed the group that there had been over 1000 feed backs this month the high numbers were due to the flu/covid clinic. Most of the comments were positive but there were a few negative comments regarding wait times. JM explained to the attendees that she was going to address this in the newsletter informing patients that appointments were booked every minute across 7 vaccinators and clinical staff are unable to deal with other problems as this then holds the queue up. It was suggested that maybe attaching a leaflet to the 2025 clinic text messages informing patients that the appointments were solely for flu/covid injections and nothing else can be discussed at the time. JM will use this idea next season.

**Updates and Goals from previous meeting**

JM presented a talk on the Health Centre Management, Structure, Constitution and Governance

NH was asked to update the current wait time for ear syringing via the NHS which had been added to the minutes from the previous meeting.

NH said at the previous meeting she would audit new registrations. Results discussed later see minutes entry.

**Agenda items**

**Presentation Health Centre Management and Governance**

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JM presented information about Health Centre management and shared the mission statement of the Surgery.

**Liaison with Great Ayton PPG**

TB informed the attendees that he had a meeting with the newly formed Great Ayton Surgery PPG.

Their group had been set up in May 2024. They have 4 members in the group with minimum input from the Surgery at this moment. The subjects discussed were:-

* Telephone system
* Website upgrade
* Appointment system
* Newsletters
* DNAs

It was agreed in principle to share both PPG minutes. The attendees of this group had no objections to this.

Following on from TB information regarding his meeting with the Great Ayton PPG the conversation led on to our list size so NH informed the group of her New Patient Registration Audit that she had done in September which was on the agenda but it seemed an appropriate time to share with the group. This was as follows:-

* **Total number of registrations = 65**
* **Number of online registrations = 43**
* **Number of manual registrations = 22**

NH had realised on that morning she probably should had have ran a search regarding the number patients who had been deducted in September. NH ran the search.

**In September 45 patients had been deducted 5 of which were patients who had passed away**

Discussion was held on how we could increase the surgeries list size. It was suggested contacting local estate agents, leaflet drop to the new housing estates. A poster outside the surgery with a QR code that may catch the eye of passes by who haven’t yet registered with the practice yet were all possible ways to attract new registrations. A member of the group asked why patients may not register. They were informed that could be due to a number of factors, hadn’t had to time to register, they are not ill, not aware they may no longer be able to stay with their current GP. JM explained the difficulty when patients suddenly need to see a GP and register at short notice explaining we are unable to see the full patient records immediately which can delay treatment etc. TB. suggested some complimentary wording, very well received by the group, for a poster from the PPG for clinicians approval

**DNAs**

The DNAs were discussed at length and how we can solve this problem. Patients do get a text reminder the week before and 24-hours prior to the appointment. It was asked if patients get a message when they DNA. JM thought they did but NH wasn't sure but did say that we contact patients who regularly make appointments and then DNA. JM/NH will check Systemone and accuryx to see what is set up on the system for DNAs and include the PPG message in future DNA messages.

**Roles of other clinical staff**

MH made a request for an explanation of the roles of other clinical staff that worked at the surgery. RB explained these**.**

**Physician Associates –** have had a health care background eg Physiotherapists, radiographers etc. They then complete a 2-year course. There has recently been a lot a bad press regarding PA's. Their role is under discussion on who should regulate them. At the moment they are restricted in their role to acute problems. They are unable to prescribe at the moment. PA's debrief every patient with a GP.

**Advanced Nurse Practitioners –** are qualified nurses who then achieve further qualifications and can usually prescribe

**GP Registrars** – are qualified Doctors that have done their foundation course in Hospital. They have decided they want to work as a GP rather than specialist in Hospital. They do a further 3-year course where they gain experience in General Practice and other areas of medicine. They have a specific trainer who they debrief with and have weekly tutorials. We currently have 3 registrars who are at various points within the GP training scheme.

When a patient rings to make an appointment it is easy to explain which clinician can deal with particular problems to the patients but if they make the appointment online it is not noticeable immediately but they are informed who the appointment has been made with.

**Updates**

**Flu/Covid vaccination programme**

JM informed the meeting that the practice had administered 2741 flu vaccines and 2600 covid vaccines in this seasons programme

**Any other business**

There was no other business to discuss

**Date of next meeting**

The next meeting date was not set but most likely will be Spring 2025