

**PPG AMP GROUP PRACTICE**  
**PPG MINUTES – PRE CHRISTMAS MEET**  
 Mexborough Medical Practice Conference Room  
 Monday 20<sup>th</sup> October 2023  
 12:00-14:00 hrs

No.	Item	Lead
<b>1.0</b>	<b>Apologies and Previous Meeting</b>	
1.1	Apologies	
<b>2:0</b>	<b>Guest Speaker - In-House Dietician and what services are</b>	NW
	Our In-House Dietician Natalie Wilson spoke about what services she offers and criteria for referring patients on to secondary care. She also confirmed that a triage clinic would be starting from this week to assist patients with been placed in the correct department.	
<b>3.0</b>	<b>Tribute to Mr John Booth</b>	VK
3.1	Prof VK spoke about John and what contribution he has made to the PPG and also in the area. His daughter Janine attended the PPG and was very touched with what the PPG had to say about John. In tribute to John we did a 1 minute silence.	
<b>4.1</b>	<b>HCA Retirement</b>	VK
4.1	Sam Leonard was presented with a retirement gift from everyone at the practice and the PPG. She has worked for the NHS for over 20 years. The practice and the PPG thanked her for her contribution to the practice and for her great service. Sam is considering to come and help	
<b>5.0</b>	<b>Complaints Review – 6 monthly</b>	NW

5.1	<p>A considerable amount of time was spent discussing complains. Importantly no clinical complaints were received, and no patients were harmed which was good news.</p> <p>NHS has received 239,800 complaints in the last 12 months from 6,200 practices which is average of 40 complaints a year which is a significant rise. Patient expectations have risen. There has been centrally cuts in service and long term sickness has increased nationally. The main issue being 7.5 million people who have been referred to the hospital but still waiting long time for appointments who are repeatedly turning back to the practice and using the appointments which would normally be available to other patients who need them. This has caused a similar situation to the bed block service at the hospital as these patients have nowhere to turn to. The practice has had 35,000 more appointments a year now than pre covid with both practice employees and PCN ARRS staff. The GP and the nurse workforce has had no change other than we have more doctors working now and some doctors working more sessions. We also have exclusively evening appointments, early morning appointments for those patients who wish to have telephone consultations and 5 evenings a week there are 3 practices which work as one is open until 8pm with services provided by doctors, nurses, healthcare assistance, pharmacist and mental health practitioners. Further we have Saturday morning openings and some Saturdays until 4pm to help patients.</p> <p>We have overcome our difficulty with the new 24 hour booking service which the practice has set up.</p> <p>The management has reflected on the complaints and have provided training to the staff to improve communications, review the grumbles book, deal with complaints immediately and set things right and will review the complaints again the next 6 months.</p> <p>Patients Survey We are aware patients survey has shown a fall generally in national practice, however we have over 1000 paper filled in surveys we have for</p>	
<b>6.0</b>	<b>Varicose Veins Service</b>	EW
6.1	<p>EW spoke about the referrals process and the waiting times in the hospital. The PPG members were shocked at the time frames in the hospital at the minute with some services been 1 year + for routine. EW also spoke about the changes to the 2ww referral process. Varicose vein service is in line with non-cosmetic and only for clinical reasons.</p>	
<b>7.0</b>	<b>Records Access Update</b>	NW
7.1	NW explained this was something that was been worked on.	
<b>8.0</b>	<b>PCN Update</b>	NW
8.1	NW explained again what the PCN is and confirmed what was new in	
<b>9.0</b>	<b>Guest Speakers - LD Speaker 12:40pm</b>	PT & CM

	<p>We had Paul Tarantiuk and Leanne Round speaking about the learning disabilities process and criteria. There were some services that even we as a practice which was new to the practice. Paul advised he would send a new LD referral form for use. The PPG was impressed with the service offered to our vulnerable patients in the community.</p>	
<b>10.0</b>	<b>Future Young NHS Leaders Practice Prize</b>	ALL
10.1	<p>James Batty Prize – Future of the NHS. The late Mr James Batty He was the first PPG lead for the practice in 2003. He was a veteran and keen on youth leadership for the Army and the NHS. This prize has been out yearly to the schools (break during covid) and will be put out again.</p>	EW
10.2	<p>In honour of John Booth it was confirmed that the second prize would be called the John Booth Award in contribution to his service locally. Janine Booth thanked us for it and the PPG was in full agreement.</p>	
<b>11.0</b>	<b>Next Meeting Date and Photo Taken for the website with</b>	NW
	Date to confirm approx.. March 24	





