**Derby Road Patient Participation Group**

**Meeting Minutes 08/11/2022**

**Present-**

Jane Ward (Practice Manager)

Andrew Carson (Operations Manager)

Don Ross (Chair)

Charlotte Durose-Revill (Social Prescriber & Minute Taker)

Arianne Mattinson

Pam Ward

Dave ward

Jenny Britten

Liz Lemon

Alan Wright

Shelia Owen

**Apologies**

Jane Edington

Mary Stokes

Julie Gardener

**Approval of previous meeting minutes-**

It was agreed the minutes of the meeting were accurate.

**Actions from last meeting-**

1.Find information on PPG support booklets – Charlotte passed details on regarding the NAPP website and the subscription which DRHC pay for. [National Association for Patient Participation – Welcome to the National Association for Patient Participation (napp.org.uk)](https://napp.org.uk/)

2.Gather figures of DNA’s and student population – Andrew brought the figures to share with the group

1. **Communication for the PPG Group**

The group decided that a team’s group would be the best way to communicate going forward. Andrew to support to set this up and Charlotte will send a WhatsApp to confirm when this is done.

All PPG minutes will be saved on the derby road health centre website on the following link - [Derby Road Health Centre - Patient Participation Group & Surveys (drhc.org.uk)](https://www.drhc.org.uk/ppg.aspx?t=2)

The group also questioned if the PPG area on the website could be headlined better as it is easy to locate, Jane advised this could be looked at.

1. **PPG Group**

The group currently isn’t well represented of the patient population and certain groups are hard to reach. Charlotte explained the work she did to make the group as diverse as possible, with the email and texts that were sent out as part of the recruitment drive. It was also mentioned that the group could spent time in the reception area talking to patients about the PPG.

Charlotte will send out details of the next meeting to all patients that were interested in the beginning one final time.

The next meeting will be at Derby Road Health Centre with Teams also set up so people can attend virtually.

**3.Data**

Andrew gave update on the data that was asked for at the last meeting i.e. student population. – Derby Roads student population is approximately 5%. Many students register but they are not active, they will often only use the practice for the prescription service. Cripps is the on-sight student practice which has around 45,000 patients.

**4.New System**

There has been a 60% reduction in wasted GP time over the last 2 months. Patients are still allocated 10 minutes whether the appointment is f2f or telephone. Before the new system there were 174 missed appointments now this has been reduced to 72 missed in a month.

Care navigators will guide the patient to the clinician who can support the patient best which will save time.

The group asked for some patient feedback on the new system, this is expected to be looked at in detail the new year but so far patient has been good.

The PPG are concerned that patients could be fearful of not calling at 8 and missing out on appointments when this is no longer the case, the group are keen alter this perception as there are days when there are appointments left over and you will always be spoken to on the day so no need to call first thing and have to wait on the line.

Jane also reminded the group about NCGPA for out of hours appointments in the city centre.

[Homepage - Nottingham City GP Alliance (ncgpa.org.uk)](https://www.ncgpa.org.uk/)

The group asked if it was possible to see figures on how many patients did attend their appointments as it would be good to share this work.

**Actions**

Team Group to be set up – Andrew

Figures for patient attendance – Andrew

Review NAPP account - Don

**Next Meeting**

 January 10th 6pm F2F and Teams