

THE MANOR PRACTICE

Dr Mark Forshaw Dr Nigel Speak Dr Fraser Hewett Dr Ana Dasgupta
 Dr Steve Garbutt Dr Fiona Armstrong Dr Waheed Ahmed

Meeting Agenda PPG – 9th October 2023 13:00

Chair – Leanne Hoye

Minutes – Amy Jackson

Attendees- Dr Forshaw, Sue Kay

Apologies- Tom Forrester, Angela Cornwall

Agenda items:

Raised by	Agenda Item	Action Owner
	Three new applications to join the PPG passed onto Sue	
Sue	Any statistics yet regarding DNA's – how many DNA's we get a month and how much it costs the NHS. Now the covid and flu clinics have been set up, Leanne should get some spare time to do this. Sending text appointments have helped reduced the amount of DNA's as well as self-booking links.	
Sue	Could we also get statistics on prescription wastage – how many prescriptions were done but were not required and how much this costs. Leanne confirmed we do not have access to this information but advised it does not cost the practice – costs the ICB. This also includes prescriptions for medication that can be purchased from over the counter such as paracetamol. We can add a message onto the website and posters to encourage patients to only ask for prescriptions that are needed.	
Leanne	Open day was a success. Nurses saw approximately 70 patients. Only feedback received by Sue was why wasn't a diabetic nurse available. Next time we could get diabetes UK to attend and other third party agencies.	
Leanne	Both PPG boards have now been updated at both sites	
Sue	Patient's behaviour – been no improvement. There has been a recent incident where a patient got physical with a clinician so the practice is looking at rearranging the clinical rooms so that the clinician is closer to the door without anything obstructing them.	
Dr Forshaw	Looking into a new health kiosk being put in place at the James Preston Health Centre as well. Leanne is looking to get permission from the property services.	
Dr Forshaw	Flu and covid clinics are now all set up. Patients can call to book their appointment or they will be sent a self-booking link if eligible. Some	

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	patients may not realise that we are offering both so we can put up further posters.	
Leanne	Phones update – just a few more checks to be confirmed and then the installation of the phones line can be arranged.	

Date of next meeting: 20th November 2023 at 1pm

Skout
22/04/24