**Meeting Agenda** PPG – 31ST July 2023 13:00

**Chair** – Leanne Hoye

**Minutes** – Amy Jackson

**Attendees-** Sue Kay, Angela Cornwall

**Apologies-** Tom Forrester

**Agenda items:**

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| **Raised by** | **Agenda Item** | **Action Owner** |
| **Leanne** | New website shown.  PPG page – will add historic minutes and newsletter.  New photos of staff – more friendly and professional. |  |
| **Sue/Tom** | PPG isn’t as professional as it used to be.  Discussed this is probably due to numbers as PPG currently only has three members.  Sue has acted as chair for this meeting and will help cover but not formally take up the role. |  |
| **Angela** | Confirmation of Angela’s new email. |  |
| **All** | Well-man / women clinics – clinic have not been held for several years however we still have appointments available for HRT, prostate checks etc, just no routine clinics are held for this.  Clinic stopped as per NICE Guidelines as they were not as beneficial as planned. |  |
| **All** | New security door at Ashfurlong from reception to waiting room  This is a permanent feature, reception have to buzz people in but there is a non-touch feature to open the door when leaving.  Has been safety checked – in the event of a fire, the door will automatically open.  New door will be put into place at James Preston also. |  |
| **All** | PPG board re-positioning – since the new door at Ashfurlong has been put into place, the PPG board is no longer visible to everyone visiting.  Will move the board into the reception area. | Leanne |
| **Tom** | Annual checks – it was asked if it could be the responsibility of the GP to remind and encourage patient’s to attend their annual checks. This could help the patient’s nervous to attend  All chronic reviews are already invited annually and sent reminders. If the patient chooses not to attend, there isn’t much we can do about it  If a patient hasn’t attended the surgery for several years then we do follow them up and do invite them for a check up  It is time intensive when having to chase patient’s to attend their review as we have many annual checks and medication reviews requiring up to date height, weight, BP and bloods. |  |
| **Sue** | Combined PPG Meeting’s – Leanne has asked both the Hawthorns surgery and the Ashfield surgery however Ashfield are not keen and Hawthorns do not have PPG meetings.  Any minutes from the Ashfield PPG meeting should be on their website for us to access.  Leanne will ask them again | Leanne |
| **Sue** | DNA’s – could statistics be provided for the amount of appointments available each month, how many DNA’s there were and how much each appointment costs.  Leanne discussed that since we have started sending out appointment reminders, the amount of DNA’s have decreased. This also reminds patient’s to rearrange if they can no longer make the appointment.  If a patient DNA’s we cannot refuse service like the hospital can (after 1 DNA, the hospital can discharge the patient back to the GP).  After 3 DNA’s we can stop patients from booking future appointments so that only on the day appointments will be available.  Can something be implemented to encourage patients to always attend appointments?  In the past it was suggested to charge patients per DNA or for each patient to have 3 strikes and they’ll be removed from the practice.  It was discussed that we could start sending letters out to patient’s after each DNA explaining the negative impact it has on the NHS.  For telephone consultations – DNA’s may also decrease if the GP’s can stick to calling the patient’s at a certain time rather than calling them any time between 9am-1pm for example. | Leanne |
| **Sue** | Posters were handed in for put up on the PPG notice board  Leanne will also put up the new newsletter | Leanne |
| **Leanne** | Open day – 9th September 2023 at 10am-3pm  Beki and Natalie are liaising with local charities such as St.Giles, Dementia UK and Cancer Research.  We are looking into getting posters on screening services available such as breast screening and the bowel cancer screening programme.  It will be ‘know your numbers’ week and there will be information on this to educate what it’s about (Normal BP pressures etc.).  The kiosk will be available for patient’s to use during the open day.  Nurses will be available to offer any pneumonia and shingles vaccinations to those who are eligible and aid in taking blood pressures. They can also discuss lifestyle advice with patients.  Prescribing nurses will be available to manage any high blood pressures on the day  Will also give the opportunity for patient’s to book into the first flu clinic on 30th September across both Ashfurlong and James Preston.  Dependent on weather, the open day will mostly be help on the car park. |  |
| **Sue** | How are we promoting the open day?  Could we send a text to patients asking them to respond confirming whether they are attending or not  Leanne advised she was going to send a text out to patient’s with a link to the website advertising the open day.  Could we also put banners up outside of the practice so that patient’s driving past notice it and could posters be put up at James Preston clearly stating that the open day is held at Ashfurlong medical centre NOT James Preston health centre. | Leanne |
| **Leanne** | Funding has now been agreed to pay off the old phone contract and replace it with a new one along with new phone lines to be installed.  Awaiting for the CCG to sign the contract and one signed, it will take approximately 10-12 weeks to be installed.  The new phone system will allow Leanne to see how many calls are in the queue, how many calls have been answered/lost and it will also allow the staff to see who last tried to call the patient.  It will enable the phone lines to be diverted to appropriate staff for prescriptions and referral queries etc.  There will be no limit on phone lines but Leanne can manually add a limit |  |
|  | Practice News – two new members of receptionists joining.  Member of admin team is leaving – have got replacement already.  Dr Shivaraj has signed to be with the practice for two more months.  Laura Shore has now qualified to be a minor illness nurse.  Dr Speak may be retiring in April 2024.  We have received very positive feedback regarding the new website and changes made to The Manor Practice. |  |

**Date of next meeting: 9TH October 2023**