



**Lapal Medical Practice Patient Participation Group
Record of Meeting held on Tuesday 11th June 2024**

Present: PL, CS, DS, JS, JillS, DF, HT, CC, JSt, SB.

Apologies: There were no apologies

Minutes of the last meeting: An amendment was made regarding minutes of 16th April 2024 – Dr Dhruva Bhavsar works Wednesdays and Thursdays. The minutes were then signed as a true record.

Practice News: This was the first day of the new system whereby patients request an urgent appointment by completing an online form. This is then triaged by the on-call doctor (today being Dr Shooter). This will be advised to patients via text, web site, newsletter, information posted in the practice, and by the reception staff when patients call, over the coming weeks. The system worked well on this its first day.

DNA's for May, 48 for Doctors, 58 for Nurses.

Newsletter: JSt placed 30 copies in the Practice and 26 had been taken. Interest may increase due to patients accessing the web site to book appointments and seeing the newsletter on line.

CC had sent two items to everyone for consideration for inclusion in the next newsletter. The GP item will not be included, and care must be taken to include details of source if an article is obtained from a newspaper. Items that have been carried forward for the next newsletter are help the ageing and the opticians article. The item regarding opticians needs to be general so that individual opticians are not promoted.

DNA's will be included.

Awareness Sessions: JS suggested revisiting topics that have previously been done, for example men's plumbing problems, which was covered in October 2016. Also, safety in the home, to include how to avoid falling etc. JillS to obtain further information regarding safety in the home and PL to investigate if Angela Nicholls and Gill Davey, the Clinical Nurse Specialists who came previously, are still available for men's plumbing problems.

Any Other Business: There was no other business.

Date of Next Meeting: 17th September 2024

SB/PL 13.04.2024