



## PATIENT PARTICIPATION MEETING

Thursday 12<sup>th</sup> December 2024

### MINUTES

**Attendees:** Dr S Vas SG  
Dr A Morley JS  
Yvonne Lynch AP  
Donna Parker

**Apologies:** JDD, EA, SB, KV

Meeting held at Thurgoland Practice, Roper Lane, Thurgoland.

Apologies received from Joan Dunsmore-Dawson

### **Items of the Agenda:**

#### **1. Introduction**

Dr Vas welcomed members of the PPG and commenced with an update of changes at the Surgery since the last meeting. Changes included; New Business & Systems Managers, and Care Coordinator.

Both D Parker (Bus Manager) and Yvonne Lynch (Care Coordinator) gave a brief outline of their experience prior to working at PGP as well as of their current responsibilities.

#### **2. Changes at Penistone Group Practice**

2.1 Since the last PPG meeting, the Practice's appointment system has changed such that we now have x 12 appointments of 15 minutes per session as opposed to x15 10-minute appointments. This allows for a more thorough consultation and the potential for patients to discuss more than one ailment.

Patients can also now choose whether they would like a face-to-face or telephone appointment when booking online.

- 2.2 We have also seen the introduction of AI to some internal systems such as the transcribing of patient consultations, which speeds up the process of GP's recording notes of consultations.

### 3. **Friends & Family Feedback**

The feedback received is reviewed on a monthly basis and any points for improvement are discussed and actioned wherever possible. The majority of feedback (90+%) is either 'very good' or 'good'.

### 4. **PPG Questions:**

- 4.1 *'I have noticed a big difference in appointment availability recently i.e I am no longer able to see any available appointments online, is this something that PGP are addressing'*

Routine appointments are released for booking via telephone/online/in person, on a daily basis. We also offer same-day appointments for urgent care. We offer 100 same-day appointments on Mondays and 80 appointments per day for the remainder of the week. Unfortunately, due to increased winter demand, appointments are booked-up very quickly. This issue is not specific to PGP, it's being experienced across the Borough, and beyond.

- 4.2 *'What happens when you need an appointment but its not urgent but also cant wait for 3 weeks for routine apt.'*

If pre-bookable appointments are unavailable and the ailment isn't urgent, patients are asked to call back the following day and/or signposted to alternative providers eg; pharmacy, NHS111.

- 4.3 *'How do you get an apt for shingles vaccine.'*

Following recent changes to the national eligibility criteria, patients are invited to book when their vaccination is due. Patients become eligible upon turning 65 or 70.

- 4.4 *You dont do health checks anymore how can illness be picked up in general well people if not doing this?*

Health checks are targeted, using specific criteria set by the ICB.

Members of the PPG were thanked for their attendance. It was agreed that PPG meetings will be held x3/year. The next meetings will be;

- 10 April 2025
- 14<sup>th</sup> August 2025.

Reminders will be sent with plenty of notice.

Minutes sent to all attendees and patients that apologised – 19/12/2024