

Monday 28th April 2025 6pm

- i) **Welcome and apologies** – Present at meeting: LG, FB, KH, SC, GL, LS, MD and BB. One apology was received from SE
- ii) **Minutes of the last meeting** – the group had read and accepted the minutes of the last meeting
LG followed up on some queries that had been raised at the last meeting in February:

Regarding menopause information, Studfall's ANP, Stephanie Leader has done some training on this subject.

Information screen in waiting area – this has a number of items advertised on it like latest health campaigns and the PPG itself. LG has spoken to the Business Manager, Vanessa, who deals with the screen and she has asked if there is anything the group would like to see on there. FB suggested more information for carers. LG will follow this up.

- iii) **Practice update** – Nurse Emily has now left the surgery. FB asked whether she had been replaced. LG advised that currently they are still trying to recruit but have been able to use Woodsend's nurses as support.
Jaison, one of our pharmacists at Studfall will be leaving us in May but a replacement has been found and will join us in July. The surgery is also currently recruiting a reception manager, a receptionist and a dispenser for Weldon. KH asked what a dispenser does at Weldon? LG advised that Weldon has a small dispensary where they can dispense medicine to patients who live in a certain part of Weldon and it's surrounding villages.
- iv) **Appointments** – LG ran a report of the last full week in April and the average amount of GP appointments per day was 105.

Regarding DNA'S in that one week there were:

- 12 FOR GPS
- 14 FOR HCA'S WHICH INC COVID CLINICS
- 5 FOR THE NURSE

The practice doesn't currently contact patients who DNA. FB suggested a poster to remind patients to cancel their appointments they no longer need. The group also discussed whether it would be possible to send out reminders before appointments. Weldon already do this for Thursdays's clinic but LG will pass on the suggestion to the practice manager.

- v) Patient Survey – LG had sent out the results of the last patient survey conducted by Ipsos. Studfall did better than some of the local surgeries. LG suggested the group carry out a survey in the surgery. LG handed round a copy of a survey that the Business Manager had produced as an example.
- vi) Rapid Health Smart Triage - LG advised the group that a new way of making appointments will be introduced in June which is a Government directive. All surgeries will have to introduce a triage system by October this year. It is hoped this will take away the 8 o'clock rush for appointments and prioritise those that need to be seen more urgently. Patients can either go online to complete the form or ring reception who will complete the form along with the patient. Studfall are being supported in this by Aspiro's other practices in Derby who introduced the system earlier in the year. Posters in the surgery and text messages to patients will be used to promote the new appointment system. The group suggested carrying out a patient survey before the system is introduced and then doing another one once the system is up and running.
- vii) Appointment of Chair and Secretary

Following a discussion about participation from the practice manager and Dr Winters the group appointed F B as chair and K H as secretary. The group agreed to share email addresses and signed confidentiality agreements.

- viii) AOB – the group felt it would be a good idea to promote Pharmacy First and GL gave an overview of what conditions can be referred to

a local pharmacy. The group will look at producing a newsletter in the near future. KH asked whether surgeries have “Mystery Callers” to check on whether calls are being taken correctly. LG was aware of this in the past but was not sure whether this was currently being done by the ICB or other NHS bodies.

Next Meeting is 23rd June at 6pm

Meeting ended 7.30pm

Main action points/suggestions:

- **More information for carers on new screen**
- **Better promotion of Pharmacy First**
- **Poster to remind people to cancel appointments/DNA info**
- **Send out appointment reminders**
- **Group to carry out patient surveys in coming months**
- **Group would like to meet PM and Dr Winters**