**MINUTES – PATIENT PARTICIPATION GROUP**

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| **Date:** | Thursday 11 April 2024 |
| **Chairperson:** | Marcia Krebs (MK) – Practice Manager |
| **Minutes taken by:** | Marcia Krebs (MK) – Practice Manager |
| **Attendees:** | Pts – FC, AB, SB, DB; Chloe Corrigan (CC) – Senior Receptionist |
| **Apologies:** | Pts – MB and WR |

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| **1.** | **Welcome & Introductions:** MK welcomed everyone to the meeting and introduced herself and CC and invited everyone to do the same and share their background. |  |
| **2.** | **Apologies and announcements:** MK advised there were two other PPG members and had received apologies for MB and WR.  |  |
| **3.** | **Previous Minutes review actions:** MK asked if everyone had received a copy of the minutes and advised the actions were included in the agenda items for today’s meeting. |  |
| **4.** | **Staffing Update:** MK went over the current staff list as most members weren’t at the previous meeting and a discussion took place regarding the recruitment of the new GP’s and the alternative roles that were now in practice, i.e. Physician Associate.MK advised she had interviewed for a new GP last week and a decision would be made following the GP’s visiting the practice over the next few days.MK also mentioned we were recruiting for a new receptionist and interviews were arranged for next week. |  |
| **5.** | **Practice Update:*** **Did Not Attend (DNA) Figures**

CC provided data for the amount of DNA’s during the month of March. The data showed the highest DNA’s were for blood appointments with the Health Care Assistant which equated to 790 minutes of time wasted.The next highest was prebookable face to face appointments – which can be booked two weeks in advance. It was discussed that potentially the patient’s condition may have improved by the time of their appointment, but it was felt the patient should still cancel the appointment and when the appointment reminder is sent it allows the patient to be able to text back to cancel the appointment – this has not been happening.The third highest which was most concerning was the same day booked appointments that were DNA’d. These appointments have only been booked that day. MK and CC explained that they actively contact the patients to find out the reason for their non attendance.CC also explained we do monitor DNA’s and any patients that have DNA’d two or more appointments over a six month period are sent a letter advising them of their DNA and the need to cancel any appointments they are unable to keep. The letter also advises them that further DNA’s may result in removal from the practice. MK explained that it was a last resort to remove a patient for this reason and each patient would be reviewed to check there were no safeguarding concerns, etc.* **Top 10 Languages**

CC produced data to show the top 10 languages spoken by our patients. English was first at 4843 patients with Romanian second at 2044 and Polish third with 1216. FC mentioned that previously when this data had been run that English had not been the first language.Following this a discussion took place around the history of the practice and how it originally was set up as the Dove practice for immigrants and asylum seekers. FC recalls there was a folder with lots of information for these patients.* **Andy’s Man Club**

MK wanted to discuss the prospect of inviting Andy’s Man Club to do a presentation to our patients to inform them of this group and the support on offer to them. All members in the meeting agreed it was a good idea. MK explained the plan was to arrange it on a training afternoon so that staff could be involved as well as patients. MK will invite all patients to attend and book onto the session. The session is 45 minutes with a Q&A. The date agreed with the group was Wednesday 19th June – MK to contact AMC to confirm this date.**ACTION – MK to contact Andy’s Man Club and confirm date of 19th June 2024** |  |
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| **6.** | **Feedback:**MK provided the last two months reviews from Google for the practice. Out of the six reviews there were four negative responses and MK went through each one. Two reviews were positive.MK also read out some of the comments from the friends and family cards that had been received over the last three months. Most were good and praised staff, in particular Dr Khan and Dr Hawrami. |  |
| **7.** | **Future Plans:*** **Modern General Practice Access Model**

MK presented a diagram showing what the Modern General Practice Access Model was about. The diagram showed the difference between the traditional model of contacting the practice to get an appointment and the new model. MK and CC explained how the new model would work and how it ensured parity amongst all patients no matter which form of contact with the practice they used.MK and CC talked through the plans of the practice to change to the new model on 1st May 2024 and what it would look like for patients. They explained that the reception staff would capture information regarding the appointment request using an online tool which captured more information than the traditional model. This information would then be triaged by a Doctor who would determine the best course of action for the request. This could be signposting to another service, e.g. physio, pharmacy, etc. or responding with general advice or offering the patient an appointment.MK advised that audits were being carried out to measure capacity for appointment requests and already changes were being made to ensure more clinicians on certain days.MK also told the group that they were going to visit another Doncaster practice who had been using this model for several years to see exactly how it works and talk through any concerns before the go live date.All PPG members in attendance talked through some of their concerns from a patient perspective but were in agreement that it should be taken forward. |  |
| **8.**  | **Patient Representative Feedback:**  MK explained that this section was to allow feedback from a patient’s perspective on the practice.SB recalled contacting the surgery recently and spoke to a GP who was very helpful and was happy with how the consultation went.  |  |
| **9** | **Patient Representative Questions:**There were no specific questions asked other than agreeing a date and time for the next meeting due to one member working in education, so it needed to be later in the day. All at the meeting were happy to agree to a 4.30 start and the date of Thursday 20th June was set. |  |
| **10.** | **Any other business:**There was no other business discussed. |  |
| Next Meeting date : Thurs 20th June 2024 at 4.30pm |