

Patient Participation Group (PPG)



Minutes of Meeting – 6th February 2024

ATTENDEES:

Spencer Oates – Practice Manager (SLO)
Peter Holmes – PPG Member (PH)
Yvonne Bottom – PPG Member (YB)
Christine Lewis – PPG Member (CL)
Carol Caudwell – PPG Member (CC)

1. Apologies

Received from Christopher Fowler, Anthony Hannan and David Vickers.

2. **Minutes of the December meeting** were agreed as a correct record

3 **Matters Arising/Action Points** (are covered by the agenda)

4 Did Not Attend (DNA) Data

During January 2023 the following amounts of time were wasted due to patients not attending their booked appointments.

	Number of DNAs	Time wasted
Bloods	37	7 hours
GP	89	21.6 hours
Nurse	105	36.3 hours

After 3 DNAs, patients are sent a warning letter. After three warnings, they are removed from the practice's register. The practice shares this information on its website, Facebook and waiting room information screen.

5. Staffing

Dr Papageorgiou was now on annual leave awaiting the start of her maternity leave.

Dr Safina Audu had started working at the Practice as a Salaried GP from the beginning of February 2024. She will be working for 3 days and will be covering baby clinic from the end of February.

Mehek (Receptionist) had now left her position at the surgery. She had moved to Bulgaria to train to be doctor. She had become inspired to pursue to a career in medicine whilst working as a receptionist at the surgery for the last year.

The practice had employed a new receptionist; Saira had been working at the surgery for just over 5 weeks and was enjoying her time here.

Dr Noreen and Dr Chibuzo, GP Registrars, had moved on to their next rotation in their training, and has been replaced by Dr Sam Clarkson (GP Registrar) who will be with us for the next 6 months.

6. Website

It was mentioned at the last meeting that the PPG members thought the PPG section could be more easily accessible. This has now been moved to its own clickable box on the front page entitled 'Patient Participation Group'. This was bright pink and easily noticeable on the home page. Christine Lewis now has her photograph on this page alongside her fellow PPG members.

7. Suggestion Box

Suggestion Boxes at both sites were empty. Patients are choosing to inform receptionists of any issues as they arise.

8. Elevator at Brinsworth

Work has now been started on the lift at Brinsworth. This will be extensive and will take place over a number of weeks, potentially months, starting with structural work to the lift shaft itself. This can only be undertaken when the practice is closed and therefore is generally being undertaken over the weekends.

9. Downstairs TV Screen at Brinsworth

The information screen in the downstairs waiting room at Brinsworth has now been replaced and is fully functional again.

10. Pharmacy First

A new scheme has been introduced by NHS England and the Department of Health and Social Care whereby patients can obtain certain acute prescription medication directly from a pharmacy, without the need for a GP appointment. Patients will be able to access 7 clinical pathways for common conditions via direct contact with their local pharmacy. The conditions that pharmacists can be manage are as follows:

Condition	Age Range
Acute otitis media	1 – 17 years
Impetigo	1 year and over
Infected insect bites	1 year and over
Shingles	18 years and over
Sinusitis	12 years and over
Sore throat	5 years and over
Uncomplicated urinary tract infections	Women 16-64 years

11. Date, Time and Venue of Next Meeting

This will be 16:00 on 9th April 2024 at the Brinsworth Medical Centre