

Brinsworth and Whiston Medical Centre- Patient Participation Group

Notes of meeting - 9th April 2024 at Brinsworth Site

Present: Spencer Oates; David Vickers; Carol Caldwell; Peter Holmes

Apologies: Chris Fowler; Anthony Hannan; Yvonne Bottom; Christine Lewis

- 1. Notice of agenda items** -The issue the chair of the group. David and Peter had expressed an interest

It was then agreed that David would become Chair and Peter Vice-Chair.

- 2. Minutes of the last meeting** (6th February 2024) were agreed as a correct record.
- 3. Matters arising were** mostly covered by the agenda

Previously the PPG had asked for the PPG link on the **website** to be more obvious and noticeable. The layout uses a standard national format and the PPG information page had now been moved to the home screen and could be accessed by clicking on the large pink box. Some PPG members photographs are still required. – These were taken at the end of the meeting.

The **suggestion box** at both sites was empty. In effect, any complaints are passed to Spencer and dealt with appropriately.

The **lift** is still out of action at the Brinsworth site, however, the work is currently being undertaken and will hopefully be finished very soon.

4. DNA Data for March 2024

Type	Number	Hours
Blood tests	16	2.8
GP	52	12.5
Nurse	117	36.6

This information is displayed on our website, waiting room information screen and Facebook page. A letter is sent to patients who do not attend three appointments. If a third letter has to be sent, this effectively is a termination of registration with the practice after previous warning within the same 12 months.

5. Information Screen.

Downstairs screen at Brinsworth is not working. A new one would cost a substantial amount, and this was being looked into. There is a need for more local information in addition to the national information. This could be added to the information screen directly, but with limitation of content.

6. Staffing

The Practice had recruited a new receptionist and a new administrator since the last meeting.

7. Appointment Waiting Times

There is always the opportunity for same-day appointments for urgent need. There is an allocation of these for mornings and afternoons, which is always being reviewed based on patient need. The practice also has access to both same day and future bookable appointments via the local hub services.

8. Other Business

The issue of PPG Network was raised. The Network has not met for some time. David will contact SYICB for clarification.

- 9. The Next Meeting** will be held at 16:00, Tuesday 28 May at Whiston site.