

# Patient Participation Group (PPG)



## Minutes of Meeting – 18<sup>th</sup> June 2024

### ATTENDEES:

Spencer Oates – Practice Manager (SLO)  
Carol Caudwell (CC)  
Yvonne Bottom (YB)  
Peter Holmes (PH)

### APOLOGIES:

Christopher Fowler (CF)  
David Vickers (DV) - Minutes  
Christine Lewis (CL)  
Jan Venkatraman – Managing Partner (JV)

### AGENDA ITEMS:

#### Welcome

Members of the group were welcomed.

#### Minutes of the last meeting

These were handed out at the meeting and discussed. The minutes were agreed to be a true reflection of the meeting.

#### “Did not Attend” (DNAs)

Further to the information shared at the last PPG meeting regarding the number of DNAs the practice had experienced.

May 2024 DNA – Total 235		
Type	Number	Time wasted
GP Appointments	95	27 hours
Nurse	101	19 hours
Blood tests	24	4.25 hours
Pharmacist	4	2 hours
Other staff	11	6.5 hours

Missed appointments are one of the key factors which contribute to the strain on time and resources within Primary Care, and lead to longer waiting times. It is known that a large amount of the patients who DNA their appointments will later book again for the same reason. Therefore, using double the appointment time for a single issue. Without DNAs patient would

be able to be seen sooner. During May 2024 a huge 58.75 hours of wasted appointments were noted across the clinical team. This is the equivalent of a full week and a halves worth of clinical appointments wasted.

### **Staffing News**

The practice is welcoming Dr Dawood as our newest GP Partner. He will be joining Dr Singh and Dr Chintala as the third partner and is looking forward to the new challenges this will bring. Members were pleased to hear this news.

Spencer will be leaving the practice at the end of June. He has thoroughly enjoyed working with the Patient Participation Group and wishes the members all the best for the future. Jan will be taking over the PPG in the interim and will be attending the next meeting.

### **Lift at Brinsworth**

Since the last meeting the lift at Brinsworth has now been installed and is up and running. Patient's first impressions of the new lift are very positive.

### **Suggestion Boxes**

These were both empty. Spencer reiterated that he is being approached with issues and sorts them out as they occur or brings them to the next PPG meeting if the issue can wait. There had been no suggestions since the last meeting.

### **Information Screen at Brinsworth**

Since the last meeting the information screen downstairs at Brinsworth had now been replaced and was up and running.

**Date of Next PPG meeting:** Next meeting scheduled as follows:

**Brinsworth Medical Centre  
Tuesday 6<sup>th</sup> August 2024 at 16:00**