**Patient Participation Group (PPG)**

**Minutes of Meeting – 4th August 2024**

**ATTENDEES:**

Jan Venkatraman – Managing Partner

Carol Caudwell (CC)

Yvonne Bottom (YB)

Peter Holmes (PH)

David Vickers (Chair)

Christine Lewis (CL)

**APOLOGIES:**

Christopher Fowler (CF)

**AGENDA ITEMS:**

**Welcome**Jan welcomed the members of the group and agreed to take the minutes.

**Minutes of the last meeting**

DV went through the minutes of the previous meeting. They were agreed to be accurate by all.

**PPG Network**

DV started the meeting stating that the PPG network meetings were not taking place as before and asked if a meeting could be arranged with the members of the PPG at the other practices within RAVEN PCN. Jan agreed to discuss it with the other member practices and get back to the team.

**DNAs**

The group unanimously felt that something should be done about the DNAs. A stricter policy and a letter sent to patients after 3DNAs reiterating the importance of attending their appointments and the impact it has on the practice and other patients. Jan agreed to look into it further and identify patients who had DNAd more than 3 times. She also agreed to publish the figures on FB and the website.

**Prescriptions**

CL suggested making patients aware of the Weldricks App whereby they will be informed when their prescriptions will be ready for collection. Jan said she would look into posting the facility on FB and look at other options too.

**Staffing**

Jan informed them that the practice had successfully recruited a replacement for Spencer. Lisa Ripley will be joining the practice on 16th of September.

**Same day Appointments**

Jan updated them on the same day appointments policy and asked if they were happy to be asked to ring at 1PM for the afternoon appointments or preferred to all be available at 8AM. The group confirmed that the current system was good and should continue.

**Hubs**

All members of the group said they were not made aware of the hub appointments when they rang up for an appointment. Jan said she would remind staff to offer hub appointments

**Check in Screen**

It was asked if the check in screen could guide the patient on checking in, the location of the clinician. Jan to look into it.

**Options to raise awareness in patients**

All members felt that there were a lot of things that patients need to be made aware of. Jan mentioned the newsletter which was a good platform was chargeable now. DV said he knew the Chair of the Parish council and could speak to them re options.

Jan asked if an Open day at the CENTRE would be a good idea to make patients aware of all services. The members were happy to be involved in spreading the word about services options etc.

**Whiston extension**

The members had been led to believe we had the funding for the extension and were waiting for the planning permission. Jan clarified that it was the opposite

**Next Meeting at Whiston**

**Tuesday 15th October 2024 4 PM**