

PPG MINUTES – 5th FEBRUARY 2025

Present – Millie, Diane, Gillian, Jayne, Diana, Gordon, Sam, Jayne, Julie, Diana, Sonia.

Apologies – Deborah, Jo, Ruth, Andrew, Lucy, Clare.

Millie welcomed everyone to the meeting with a pleasing turnout.

Cheryl and Keith have stepped down after many years of involvement. The Chair has thanked them for their many years of service, they will be missed.

The minutes of the last meeting were reviewed and the next meeting was changed to June 18th to avoid half term. Most members had managed to do the B\P survey.

Information from the PPG Network was shared regarding land lines and those patients on digital monitoring from secondary care to ensure a smooth switchover when landlines are turned off.

It was suggested more members need to be recruited, we would like more men in the group and people under 50 and younger people with families so members have a wider range of knowledge of community involvement. Members need to be over 18. The Practice is also looking for volunteers to be more involved in helping the practice. There may also be some training available from the PPG Network who are looking at this currently. Hadwen staff suggested they may be able to assist with suggestions of patients who may be interested.

The practice has been busy, locum GPs have been selected to help with this busy time. Two new patient advisers have been employed and interviews are taking place for a new receptionist.

It's been a challenging time for the practice, but compliments from patients helps to keep staff morale high.

The results from the patient survey in December showed that 90% were happy with the service provided. The January survey showed that it had risen to 95%. All comments were positive.

Issues raised were the wait time on the telephone to make an appointment. The phone system is going to be upgraded in the summer so that people can keep their place in queue and be rang back. This was something the PPG had asked for in the past so pleasing to see it has now been actioned.

The appointment system was discussed. A non urgent appointment can be up to 3 weeks, urgent appointments are available daily, patients can be signposted to other services. There is a telephone call option and a variety of staff such as a nurse, physio or pharmacist may be best placed to meet a patient's needs.

DNAs (did not attend) appointments were over 200 in January. Where possible text messages are sent to patients as a reminder of their appointments. Hadwen will now send text out a few days before the appointment rather than the day before to give people time to plan their time or cancel the appointment.

19,211 patients on register rising around 20 to 30 new registrations weekly.

There is a system in place if patients continually DNA in which a letter is sent to them. If they continue to miss appointments they risk losing their registration with the practice, although it would be researched if there were social or medical reasons for this first.

The practice is in the process of recruiting a new partner to replace a doctor leaving in a couple of months.

Annual health reviews protocol: how does it work for Hadwen and for the patient? The practice gets paid for each annual health review completed. Normally patients would be contacted by text, letter or phone call. It can be a telephone appointment or face to face depending on how the patient is managing their health, these appointments are usually done by a healthcare worker or practice nurse.

Any other business

The practice was contacted, with all others in area about increasing the take up boundaries as numbers in the area increase. Map of boundaries was passed around to show how this would give patients more choice of practices to register. This should take place in March,

For the next meeting could we discuss what everyone feels the purpose of the PPG for the practice and what you can bring to the practice and what we can do for you? Would members of PPB like to volunteer, do some fundraising, or other help and could meetings be more structured around this.

It was suggested that if there were any specific subjects to be discussed at the next meeting that members could be given more time to research the subject and any questions be noted that they may like to ask. The practice thought that having the PPG was helpful to them and opened doors to get more feedback on their services, both good and bad.

Next meeting 18th June, 3rd September, and 26th November.