**Minutes of Patient Participation Group, PPG Meeting**

**Monday 16 June 2025**

**2 pm – 3 pm**

**London Road Surgery**

Those Present: Members of the London Road Surgery (LRS) PPG

Chair of the PPG: Sue Bunney (SB)

Practice Manger: Grainne Donnelly (GD)

Reception Manager:

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| 1 | Welcome and car parking update | | SB/GD |
|  | Apologies of absence received | | 3 rec’d |
| 2 | **Minutes of the last meeting**  SB updated the group that there were no minutes for the meeting held in May as there was not a quorum:  Group updated by email:   * DNA figures for May late onto noticeboard as SB late in requesting them * As PPG members have grown to a reasonable number the poster to attract new members will not be advertised at the present time * Diabetes event delayed because of introduction of Total Triage, planning will recommence in July and August * There was only a few changes to the noticeboard as the main colour printer needed to be replaced * It was agreed for SB to produce a poster for blood pressure which is now being displayed | |  |
| 3 | **Update on noticeboard:**  The board(s) are currently displaying the NHS App, Wickford Library assistance with NHS App, Get U Better App, Wellness Café, Blood Pressure and DNA figures | | SB |
| 4. | **DNA Figures:**  The May figure of 164 was put onto the noticeboard following the May meeting. It is disappointing that the figure is higher than last year.    The high level of DNA’s is the reason that patients cannot book appointments more than two weeks ahead as when longer booking times have been given the DNA figure rises. It is hoped that by raising awareness that the figures will, over time, start to reduce.  **For information: DNA figures - See table below**  **The figures below have been affected by changes to the LRS telephony system, appointment times and raising awareness of this issue**  **DNA Figures from 2024 to 2025 month on month** | |  |
|  | **January 2024 = 186** | **January 2025 = 139** |  |
|  | **February 2024 = 184** | **February 2025 = 121** |  |
|  | **March 2024 = 169** | **March 2025 = 146** |  |
|  | **April 2024 = 151** | **April 2025 = 135** |  |
|  | **May 2024 = 159** | **May 2025 = 164** |  |
|  | SB to update May figures when available on the noticeboard | | SB |
| 5. | **Update on Triage**  GD updated the group that Total Triage will go live on Tuesday 24 June.  We then had a question and answer session about the coming changes | |  |
| 6. | **Discussion on Diabetes awareness or event for 2025:**  At this present time the diabetes event will be delayed as other projects need to take precedence  This issue will be put on the agenda for the next meeting to ensure that as soon as possible planning will commence  This event has been delayed as Total Triage will launch in June but planning will commence in July and August | | SB |
| 7. | **Wellness Café Wednesday 7 May at the Nevenden Centre 11.30 – 1.30 pm**  The Wellness Café is a new initiative and will be for Wickford residents who want information, friendship or to find out what is going on in the area.  SB attended the last meeting and updated the group that it was very interesting. A short talk was given by Basildon Community Transport Services and the details of this service will be displayed on the PPG noticeboards.  GD also updated about activities to be held at the Wellness Café. 18th June a talk on breast cancer, 25th Total Triage. There is a notice in the Nevenden Centre giving details of further talks at future meetings. These talks are short so that people attending have the change to speak to each other and ask questions etc. | |  |
| 8. | **Any other business:**  As not all members attended this meeting those attending were asked to confirm if the 21 or 28 July would be better for the next meeting. After receiving feedback, the next meeting will be on 28 July | |  |
|  | **Date of next meeting: Monday 28 July 2025 at 2 pm** | |  |