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

**Monday 28 April 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 | | 1 rec’d |
| 2 | **Minutes of the last meeting**  SB updated the group on all of the actions from the last meeting as below:   * DNA for March updated and displayed on noticeboard * Diabetes planning event deferred at this meeting * SB to put New Member notice on Agenda in June or July to reconsider if necessary * Decision on what to promote during May: See point 8 below regarding raising awareness of issues related to managing own self care * Wellness Café on Wednesday 7 May at the Nevenden Centre publicised on noticeboard – see point 7 below | | SB  SB |
| 3 | **Update on noticeboard:**  The board(s) are currently displaying the NHS App, Wickford Library assistance with NHS App, DNA stats and under 65 flu vaccinations.  After discussion – see point 8, SB will produce posters to raise awareness of NHS Live Well Guide, Use It or Lose It and Able Like Mabel initiatives  Keeping NHS App and DNA stats currently on noticeboard | | SB |
| 4. | **DNA Figures:**  The March 2025 DNA figure of 146 was put onto the noticeboard. As soon as the stats for April are available this will be displayed.    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 = Not available** |  |
|  | SB to update April figures when available on the noticeboard | | SB |
| 5. | **Update on Triage**  GD updated the group on Total Triage. The surgery was using e-consult but a system called Accurx is now being used for online forms which will go directly onto the surgery system. | |  |
| 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 | | 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.  Activities or will be led by the people who attend and the Cafe will evolve as time goes on.  The PPG are promoting this group and will continue to raise awareness of when the meeting are. | |  |
| **8.** | **Discussion on what to publicise:**  The group discussed and agreed to publicise the following self-help initiatives:  NHS Live Well Guide  Use It or Lose It  Able Like Mabel  SB to produce some posters etc and put on noticeboard | | SB |
| AOB | **Issues raised that were discussed at the last meeting: Update**  **There were no AOB’s raised at the March meeting**   * GD updated the group that the clinical staff display board is in progress. A magnetic board will be used so that if staff change it can be updated easily. | | GD/SB |
|  | **Date of next meeting: Monday 19 May 2025 at 2 pm** | |  |