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

**Monday 18 November 2024**

**2 pm – 3 pm**

**London Road Surgery**

Those Present: Members of the London Road Surgery PPG

Chair of the PPG: Sue Bunney (SB)

Practice Manger: Grainne Donnelly (GD)

|  |  |  |
| --- | --- | --- |
| 1 | Welcome | SB |
|  | Apologies of absence received | none |
| 2 | **Minutes of the last meeting** – Actions from last meeting checked by Chair prior to this meeting and progress or completed activities emailed to PPG members or updated at the meeting. GD to put these minutes on website | SB/GD |
| 3 | **Update on noticeboard:**  The noticeboard was updated to reflect the ongoing project regarding use of the NHS App for patients who use Apps and require repeat medication. The use of the app reduces visits for the patient to the surgery or the chemist with paper prescriptions and reduces keying in information at the surgery.  Pharmacy First Poster continues to be displayed.  A Did Not Attend (DNA) Graph and explanation have been displayed on the board as we have discussed this issue. The DNA figures are where appointments have been made by patients but not attended and not cancelled. The group have discussed this issue before and decided to obtain the monthly figures for the last year. This resulted in a figure which shocked the PPG group so we decided to share this with patients with the ambition to reduce these figures down. The figure from August 2023 to August 2024 is **2,278** appointments made which were not attended or cancelled by patients. The high level of DNA’s is why patients cannot book appointments more than two weeks ahead as when longer periods of booking were in place the DNA numbers were higher.  Discussion was held and agreed that we will display monthly figures in future and once a year will collate the yearly figure | SB to arrange |
| 4 | **Discussion on Diabetes awareness or event for 2025:**  On formation of the current PPG, several months ago, we raised a calendar of events which has been used as a guide to what the group raises awareness of or carries out activities. At the last meeting it was decided to look at raising awareness of prediabetes and diabetes  SB updated the group that she had contacted Robert Frew to see if they wanted to consider joining in with this issue.  We had a long in-depth discussion on possibilities of holding a larger meeting with a speaker in a local venue during 2025 or holding a morning or afternoon session for people with diabetes or prediabetes to drop in and speak to possibly a range of services able to provide advice and guidance related to diabetes and prediabetes.  The group has been asked to consider the various options and email SB with any ideas so that at the next meeting we can decide on what kind of event to hold and start to organise when and where the event will take place and how the event will be organised. | SB to follow up  ALL |
| 5 | **NHS App and Essex Libraries:**  A member of the group saw a newspaper article recently regarding Libraries offering help to residents wanting to use the NHS App. This is extremely relevant to the work that the PPG group are doing to raise awareness of the App. SB will contact the Chair of the Robert Frew surgery with a view to visiting the Wickford Library to discuss how we can raise awareness of this initiative. Since the meeting SB did visit Wickford Library as she was passing and had a very positive meeting and they are pleased that the two surgeries in Wickford will raise awareness of this initiative.  GD showed the group statistics for the use of the NHS App currently at the London Road Surgery and the figures and graphs showed a rise in the use of the App which indicates that raising awareness of the App is beginning to work. | SB |
| 6. | **What issue to cover during December:**  Update following PPG meeting that a poster giving details of the Essex libraries initiative of helping residents with the NHS App will be displayed on the PPG noticeboard.  The DNA (Did Not Attend) information and NHS App information will continue to be used on the board for November. | SB |
| AOB | **Issues raised that were discussed at the last meeting: Update**   * A poster to try to attract more members to attend a PPG meeting will be displayed on the noticeboard and maybe a coffee morning or afternoon session can be arranged to let people know what the group does and does not cover so that patients can decide whether they would like to join. (Date to be decided at next meeting – ongoing) * A display showing all the clinical staff at the practice is under consideration, but this will be delayed as a new GP will be joining the practice in November and another within the next few months. Update that one new doctor has joined the surgery in November as expected but that another doctor will be joining in February 2025 so this project will be held until next year. | SB  GD/SB |
|  | **Date of next meeting: Monday 9 December 2024 at 2 pm** |  |