**Patient Participation Group**

**Minutes of the meeting held on Monday 23th September 2019.**

**Present :**

Dr M Venables GP

Sarah Caddick Practice Manager – Chair.

Geoff Lord Patient

Barbara Lord Patient

Mike Austin Patient

Barbara Wroe Patient

Margaret May Patient

**Apologies :**

Andrew Laird Patient

Sandra Butterworth Patient

Michael Butterworth Patient

The meeting was opened at 5.00pm by the Chair, Sarah Caddick, Practice Manager, who welcomed the attendees to the meeting.

1. **Minutes of the previous meeting :**

The minutes of the meeting held on the 1st July 2019 were approved as a true record.

1. **Staff Changes since last meeting :**

Donna Rowley - ANP (advanced nurse practitioner) has left the practice.

New staff have been appointed and commence employment October 2019.

Rachel – ANP. Cheryl - Practice Nurse.

1. **Appointments System & DNA’s.**

Discussion took place regarding the booking of on line appointments.

This is mentioned in the latest newsletter for patient information.

It was noted that there had been an increase in patients booking multiple appointments on line and cancelling them near the appointment time, or failing to cancel them, thus resulting in appointments being wasted or cancelled at too short notice so they could not be rebooked.

Suggested to limit the number of appts they can book online.

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| --- | --- | --- | --- |
| **Role** | **Period** | **No. of Appointments** | **Time Wasted** |
| **GP** | Jul - Sept | 78 | 780 |
| **Nurse** | Jul – Sept | **171** | **3015** |
| **Phlebotomist** | Jul - Sept | 23 | 215 |

1. **Medication :**

No changes other than some outages remain.

Medications leaflet which can be given by the GP to patients informing them what they buy OTC was discussed.

A few amendments were suggested and forwarded to the Medicines Management Team at the CCG.

1. **Practice Wide PPG Meeting – 10th Sept 2019.**

Agenda and minutes attached from the meeting.



1. **Newsletter :**

Sarah has prepared the latest newsletter which covers the period July to Sept 2019.



1. **Any other business**
2. Rotherham Health App – To invite Karl from Substrakt to next meeting as they are still working on the app to improve it. Also still awaiting for Karl to update our appointment data
3. Seasonal Vaccinations – Flu Vaccinations - >65 Trivalent vacs currently only in stock. <65 and at risk groups Quadrivalent are due in around 11.10.2019 – delay due to adding in strain of Australian flu.
4. Respiratory Pathways – event 25th September 2019.
5. Patient consent form was discussed. This can be completed by the patient to give authority for the nominated person to discuss their medical record with the GP. This will be scanned onto their medical record.



1. Follow up of patients test results – response to Mr Lord



1. **Date of next meeting:**

Monday 9th December 2019 @ 5pm.