

Title of Meeting:		Patient Participation Group Meeting	
Details:		4th March 2024	
Present	Dr H Edwards (HE) Stuart Abbott – Manager (SA)		
Apologies			
	Agenda Item / Actions	To be actioned by	
1	<p>Welcome and Introductions</p> <p>SA welcomed six patients to our first meeting of our resurrected PPG, introducing himself and Dr Edwards to the group.</p>		
2	<p>Purpose of the Group</p> <p>It was explained that the purpose of the group was to allow two way communication between practice and patients, to inform patients of changes within the practice and to allow patients to offer opinions and ask questions about these changes.</p>		
3	<p>Changes within the practice</p> <p>Clinical Staff Dr Clarke Retired April 2023 – After many years as a practicing GP, Dr Clarke reduced from 4 days to 2 days in April 2022 before finally retiring in April 2023.</p> <p>Dr Nindrajog joined April 2022 – Dr Nindrajog joined working 3 days per week, which gave the practice more capacity for patient appointments.</p> <p>Dr Prachi joined April 2023 – Following Dr Clarke’s retirement, Dr Watve joined us working 3 days a week, again increasing the capacity for patient appointments.</p> <p>Reception team There have been a few new faces in reception, some with experience, some new to General Practice but all are settling in well.</p> <p>Computer systems Anima Anima is a triage-based system which allows patients to remotely enter their symptoms (or our reception team will do this over the phone if patients do not have access) and then the software ranks the patients in order of urgency based on its algorithms. These are checked by the GPs and appointments are offered based on clinical need rather than who gets through to the surgery first after 8am. Patients can be offered same day or a future pre-bookable appointment based on the severity of their need. The patient can stipulate their preference of face to face or telephone appointments, a preferred GP if they are available and also when they are or are not available for an appointment and we will try to meet all these needs where it is possible to do so. The GPs will also utilise the most appropriate resource which may include Advanced Nurse Practitioners, First Contact Physio, the Respiratory Hub or the Extended Access Hubs to name a few.</p> <p>Rotherham Health App The Rotherham Health App is an app that allow patients to connect to their GP Surgery, order medications, see their notes and make appointments (where enabled). This company has been taken over and the new owners have decided to decommission the app from the end of March 2023.</p> <p>NHS app The NHS App increased in popularity during COVID due to the COVID passport and is the natural successor to the Rotherham Health App. Airmid is also an online alternative to the NHS App.</p> <p>Wasted Appointments</p>		

	<p>As a practice we have experienced a large amount of people who Did Not Attend (DNA) their appointments. Following an audit in October, the implementation of a new DNA policy where people get an SMS message following a DNA reminding them to attend or cancel their appointments, the re-audit in February has highlighted a significant reduction in patient DNAs which in turn provides increased access and shorter waiting times to other patients. The practice has also done an audit and comparison with other GP Practices on appointment lengths for various conditions and as a result reduced some appointment lengths. This also means more patients can be seen per week.</p>	
<p>4</p>	<p>Questions / AOB</p> <p>Why does the On-Call GP not have a free clinic slot, they often have very few appointments available when they are on-call. Would it not be better to have a free clinic slot to deal with whatever comes in that morning? – Anima should address this by ensuring the most in need patients get seen first.</p> <p>Can future meeting requests be sent via email, it is easier to copy the link? – Yes email addresses will be collected and contact details updated in patient records.</p>	<p>SA</p>
	<p>Next Meeting 25th March 2024 – Teams Meeting from 13.00 until 14.00</p>	