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

**Monday 24 February 2025**

**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)

Reception Manager: Paula Smith (PS)

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| 1 | Welcome and car parking update | | SB/GD/PS |
|  | Apologies of absence received | | None rec’d |
| 2 | **Minutes of the last meeting**   * SB updated the group on all of the actions from the last meeting: * Flu Vaccination for Under 65’s poster to go onto noticeboard this week. * The diabetes event will be held over for discussion at the March meeting * SB did follow up whether Wickford Library had helped any people wanting help with the NHS App but to date they are not aware of anyone taking up this assistance * A poster was to go onto the board at this meeting in regard to attracting more members to the PPG but two new members joined this session so the poster will be held for the time being * The clinical staff noticeboard has been agreed but a new board needs to be purchased as none of the existing boards are big enough to cover all of the current clinical staff. | | SB/GD |
| 3 | **Update on noticeboard:**  It was agreed to publicise the flu vaccination which is still available for under 65’s until March of this year. The poster for this will be displayed this week.  The December 2024 DNA figure of 131 was put onto the noticeboard following the PPG meeting today, 20 Jan. As soon as February’s figures are available these 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, appointments and raising awareness of this issue** | | SB  SB |
| 4. | **DNA Figures**  Discussion was held about the DNA figures, and it was agreed that although the figures are coming down that the raising of this issue would continue as most patients are not aware of the high numbers  **DNA Figures from 2024 to 2025 month on month** | |  |
|  | **January 2024 = 186** | **January 2025 = 139** |  |
| 5 | **Discussion on Diabetes awareness or event for 2025:**  We did not get to discuss this issue today, but SB shared the update below in an email to the PPG group.  The Robert Frew surgery will join in with the event but have an ongoing campaign during March and possibly April | | SB |
| 6. | **New Member Poster for PPG**  It was agreed that a poster would be put on the noticeboard in February to try to attract some new members but two new members attended this meeting so the poster will be held as numbers are now increasing. | |  |
| 7. | **Discussion on what to publicise for February**  This was not discussed at the meeting held today but SB will email group for ideas for the year and will produce a draft calendar of events for the next meeting.  Group will be asked to give SB ideas for a new 2025 calendar | | SB  ALL |
| AOB | **Issues raised that were discussed at the last meeting: Update**   * 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. * A very interesting update and demonstration of the e-Consult was given by GD and PS. Although e-Consult has been used by the surgery for some time now it is the online tool to use for surgeries moving over to the triage system | | GD/SB to be undertaken |
| 8 | **Date of next meeting: Monday 24 March 2025 at 2 pm** | |  |