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

**Monday 24 March 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/PS |
|  | Apologies of absence received | | 3 rec’d |
| 2 | **Minutes of the last meeting**   * SB updated the group on all of the actions from the last meeting as below: * The under 65 flu vaccination poster will be left on the noticeboard until the end of March * The February DNA notice was displayed on the noticeboard and March will be displayed when the figure is available * The diabetes event will be delayed until the RF surgery is able to join in with LRS. SB will update when planning can proceed * See point 8 regarding what the PPG will be raising awareness of next month * Full update on clinical staff display under AOB | | SB/GD  SB  SB |
| 3 | **Update on noticeboard:**  The board(s) are displaying the NHS App, Wickford Library assistance with NHS App, DNA stats and under 65 flu vaccinations | | SB |
| 4. | **New noticeboard for use by PPG:**  The noticeboard is already being used so no new discussion was necessary at this time | |  |
| 5. | **DNA Figures:**  The February 2025 DNA figure of 121 was put onto the noticeboard. As soon as the stats for March 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** |  |
| 7. | **Discussion on Diabetes awareness or event for 2025:**  It has been agreed to delay the planning of this event at the present time as the LRS want to join with RF and ideally Swanwood. As RF will be launching triage in April it was felt that this must take priority over the diabetes event.  SB will liaise with the chair of RF to see when planning can recommence | | SB |
| 8. | **New Member Poster for PPG**  PPG numbers are now up to 12 members so for the time being we have agreed to reconsider a poster in three or four months’ time.  SB to put back on Agenda in June or July or re discuss at that time. | | SB |
| **9.** | **Discussion on what to publicise for April:**  SB brought the two posters advertising Get You Better which relates to an App which can be used by patients to help with new or ongoing muscle, joint or tendon problems  A poster which was produced by LRS and updated by RF Surgery relating to the NHS App and the help that the Wickford Library can offer patients will be displayed  SB to put both these posters onto the noticeboards  The PPG group was asked to look at the NHS Live Well Guide with a view to displaying information relating to this on the noticeboard | | SB  ALL |
| 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 updated the group on a new initiative to be called the Wellness Café. The Nevenden Centre will be the venue for the first meeting to be held on 9 May from 11.30 to 1.30 pm. The Wellness Café 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. | | GD/SB |
|  | **Date of next meeting: Monday 28 April 2025 at 2 pm** | |  |