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

**Monday 9 December 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)

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| 1 | Welcome and car parking update | | SB/GD |
|  | Apologies of absence received | | 2 rec’d |
| 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 has been updated to raise awareness of the NHS App and the Essex Libraries imitative to help residents to get onto the App and how to use it. Wickford Library is offering this service on Tuesday each week from 10 am to 11 am or if they have the trained staff available at any time that residents are in the library. A poster relating to this initiative has been displayed on the noticeboard.  A poster has been displayed on the board giving the October figures for the DNA, Did Not Attend figure (this is where patients who make an appointment do not attend or cancel that appointment).  The October figure was 221 and the November figure was 183. The poster gives details of how patients can cancel their appointments if they need to do so.  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.  SB to swap out the October figure for the November figure in a couple of week’s time.  **For information: DNA figures - See table below** | | SB |
|  | September 2023 = 105  October 2023 = 271  November 2023 = 234 | September 2024 = 114  October 2024 = 221  November 2024 = 183 |  |
| 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  Since the last meeting SB sent out an email to PPG Members to consider what kind of event would be suitable for patients and manageable for the PPG to organise and it is likely therefore that there will be several smaller events rather than one large event. At the January meeting we will pick this project back up and start to plan for the first event which is likely to be held in the late spring/early summer.  SB to discuss the plan with the Robert Frew PPG to see if they would like to join forces on this initiative | | SB to follow up |
| 5 | **NHS App and Essex Libraries:**  SB visited Wickford Library since the November meeting and updated the PPG Group that the library is offering help with downloading and using the NHS App on Tuesdays from 10 am to 11 am or at any other time if a suitably trained member of the library staff is available to assist.  SB will check with the library whether the posters at the London Road Surgery and Robert Frew have resulted in patients attending the sessions | | SB |
| 6. | **PCN Meeting:**  SB attended the last PCN meeting and unfortunately due to road works and heavy traffic in and out of the town at the time of the meeting the invited speakers were delayed. The speakers updated the group regarding the work they are undertaking to help to support unpaid carers and supporting those with learning difficulties to attend medical appointments and scans. The PCN will carry the other agenda items into the next meeting. | |  |
| 7. | **When to publicise attracting more members to the PPG**  This item will be held over for the January Meeting | |  |
| 8. | **Discussion on what to publicise in January**  This item will be held over until the January Meeting but in the meantime, SB will update the noticeboard with the DNA November figures | | 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 – to be discussed at the January 20 meeting) * 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 20 January 2024 at 2 pm** | |  |