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

**Monday 20 January 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)

|  |  |  |  |
| --- | --- | --- | --- |
| 1 | Welcome and car parking update | | SB/GD/PS |
|  | Apologies of absence received | | 1 rec’d |
| 2 | **Minutes of the last meeting** – Actions from last meeting updated to PPG. DNA stats and display completed to date, Diabetes follow up with RF to be updated at next meeting, SB to check with library of take up of NHS App assistance, new poster to attract new members to PPG approved and LRS staff photographs and designation to be undertaken by GD and PPG | | SB/GD |
| 3 | **Update on noticeboard:**  As we have had Christmas and New Year the noticeboard has only been updated in regard to the DNA monthly figures.  It was agreed to publicise the flu vaccination which is still available for under 65’s until March of this year. A poster will be produced by SB for display on the noticeboard.  The December 2024 DNA figure of 131 was put onto the noticeboard following the PPG meeting today, 20 Jan.    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 |
|  | September 2023 = 105  October 2023 = 271  November 2023 = 234  December 2023 = 180 | September 2024 = 114  October 2024 = 221  November 2024 = 183  December 2024 = 131 |  |
| 4 | **Discussion on Diabetes awareness or event for 2025:**  The group discussed this campaign or event. SB will follow up whether RF will be joining in as this will affect the scale of the campaign. | | SB to follow up |
| 5 | **NHS App and Essex Libraries**  SB will check with the Wickford library whether the posters at the London Road Surgery and Robert Frew have resulted in patients attending the sessions | | SB |
| 6. | **New Member Poster for PPG**  The group agreed to a poster on the noticeboard to try to attract some new members to the PPG group. It is hoped that we can attract some members in different age ranges and if this is possible the PPG will hold some evening meetings to enable attendance outside of current 9 – 5 hours  The poster will be put on the noticeboard in early February | | SB |
| 7. | **Discussion on what to publicise for February**  A poster mentioned in point 3 above e.g. flu vaccinations will be displayed in early February as under 65 vaccinations are still available until March. SB to produce a poster to raise awareness of this continuing campaign.  The group have been asked to look at our calendar of events and come back to SB with ideas for what to cover for the early part of this year. | | SB  ALL |
| 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 – see point 6  GD/SB to be undertaken |
| 8 | **Date of next meeting: Monday 24 February 2025 at 2 pm** | |  |