Patient Participation Group (PPG) 15.1.25

**Apologies**

BS – please remove from group she won’t be able to attend any more

**Saturday Womens Event**

The PCN is hosting a womens event here for all 6 practices on Saturday 18th 10-2, there will be talks on menopause, breast screening and cytology and coils these will take place at 10.45 and repeated at 12.45.We have appointments available to book now and to book on the day for smears and NHs health checks. There will be a number of stands including Living Well, health visitors and local pharmacy.

**Help for Saturday event**

We are looking for 2 volunteers for the day to help patients coming in, 2 x 10-12 and 2 x 12-2 volunteered, thank you.

**Current List size**

We are at 7970 patients registered with us – this is good news we are slowly growing and currently meeting demand.

**Did not Attend (DNAs)**

As we discussed last month we had 170 DNAs in November this has reduced in December to 122 but still a massive impact when we consider some appointments are 40 minutes long.

PPG suggested - Can we look at age ranges/new patients to look for a trend? Can the impact go into a newsletter or on the screen, possibly on the whiteboard as you walk in?

**Patchs**

We talked about this last month but we have done training with the team, it is great when you need to ask something or may not need an appointment for a sick note or medication request for example. Responses are up to 72 hours so not for urgent things. The request is then assigned to the GP on call. We can bring a laptop to the next meeting to demonstrate how it looks.

1. Bring laptop to next meeting for demonstration.

**QR Codes**

We have looked at increasing the number of NHS reviews we receive, these will be available to view online when looking for a new GP for instance. The QR codes will be on the back of clinicians doors to prompt a review. We will also have a QR Code in waiting areas to take you to our website, on there is information around self referral processes, our team, and links to register with the practice.

I will add to the agenda for each meeting NHS reviews that we have received.

**Dates for your diaries**

The next meetings are scheduled for Wednesday 12th February at 4pm and Wednesday 12th March at 4pm

**AOB**

Enhanced access – When you ring for an appointment the receptionist will ask what the appointment is for this is to establish who the best person is to see it isn’t always a GP. We have First Contact Physiotherapist, Paramedic, Pharmacist, nurses available to us that may be able to help you, this could be based here or at Littleborough Group Practice. We need to educate that these are available we are not utilising these resources enough.

Appropriateness of appointment – we conducted a survey with our clinicians to look at appropriateness of appointment over a 2 week period 75 appointments were booked with a GP or ACP that could have been seen elsewhere.

Verbal abuse – as part of our recent training time it was brought up that our receptionists are taking more and more abuse from patients this is not to be accepted, we have a zero tolerance.

Friends and Family – I recently posted our friends and family scores online of the 917 invites 29% responded of those 100% would recommend us to friends and family.

Message from PPG members – Thank you to all the team for all their efforts it is appreciated.