Patient Participation Group (PPG) 28.5.25

**Apologies**

ID

DD

ID

JF

**Current List size**

We are at 8111 patients registered with us we are happy we are growing steadily

**Did not Attend (DNAs)**

January 124 with 4 patients 2 or more missed appointments

February 115 with 5 patients 2 or more missed appointments

March 140 with 8 patients 2 or more missed appointments

April 138 with 10 patients 2 or more missed appointments

After the last meeting Nicola has looked into patterns and patients that are repeatedly missing appointments.

From January 1st to April 30th there have been 464 missed appointments where patients have not turned up and not attempted to cancel, in this there were 5 patients that have had 4 or more missed appointments, we have looked at these patients and only 1 has any real reason for this the rest we will send letters to, some of these appointments could have been up to 40 minutes long.

**NHS app and Patchs usage**

March 2024

* Prescription orders - 513
* NHS app log ons – 5827
* Appointments booked through the NHS app – 60
* Appointments cancelled through the NHS app – 27
* Patchs requests – 27

March 2025

* Prescription orders - 1047
* NHS app log ons – 12011
* Appointments booked through the NHS app – 46
* Appointments cancelled through the NHS app – 56
* Patchs requests – 297

This is good for us we need to continually show we are offering online options to those that want it.

**Appointment updates**

Staff have raised that there are no late pre-bookable appointments so we have amended the GP and Advanced Clinical Practitioner (ACP) templates so there are more after work/school appointments for those that need them.

Patients have requested more appointments available online for GPs again we have amended the GP and ACP templates to allow for more online bookable appointments for routine appointments. This will now include face to face appointments as well as telephone and will be available from 1st July 2.25

**Quality Visit**

We have a quality visit booked in for Monday 26th June, where Greater Manchester NHS, Integrated Care Board and Rochdale Healthwatch will come in to look at the some areas where we excel to share best practices and 4 areas where we could look to improve. This will mostly be around access to the practice but they will also be looking that we are building on what has been discussed at our meetings. They will produce graphs of where we currently sit and where we strive to be.

**Closing the phone lines**

After feedback from admin team it was clear that we needed some dedicated time to spend with them where we could look at areas of concern and share information and changes within the practice. We looked at a time where most of the team were in work and we have agreed to close the phonelines for 1 hour 12.30 – 13.30 on the second Tuesday of the month, Bardoc will take any urgent calls, for all other calls patients will be asked to call back after 13.30. The surgery doors will still be open.

**Staff Update**

Dr Gunn has been back with us on a Thursday to cover Dr Hussains maternity leave, his last session with us is 3rd July 2025.

Dr Rogers is working with us as a locum GP to cover Dr Gray whilst she is on sick leave for 2 days a week and he is covering Dr Hussains second day whilst she is on maternity leave.

Dr Hester will be going on maternity leave soon we are working on a regular GP to cover until she comes back.

**Facebook**

I post regularly on our surgery Facebook page, I share updates and important health information. I recently added a post about the reception team and the abuse they receive on a daily basis, the reception team take in excess of 300 calls a day, they don’t just book appointments and order prescriptions they are often listening to patients who have just been diagnosed with an illness and need support or relatives reporting the death of a loved one, they help these patients and then always answer the next call professionally, they can then hear abuse and demands from patients we understand people are worried or upset but that does not give anyone the right to take it out on our team. We are very lucky to have a loyal experienced team and I am worried we could lose them due to a minority of patients. I have listened to some calls and am proud of the way our team remained professional throughout. We will have always and will continue to do our very best for any patient but please bear with us and give us time to resolve your concerns.

**Website**

I have added a link to our Facebook page at the bottom of our website.

**AOB**

The team that did the functional fitness classes a few months ago are coming in to do 2 sessions around falls prevention. We will be contacting patients who we believe would benefit to offer this support.

PPG member – we would like to see some more around the menopause, the sessions you had on the open day last year were great but we would like to see more.