

# PATIENT PARTICIPATION GROUP MEETING MINUTES

TUESDAY 9<sup>th</sup> JANUARY 2024

**Present : Jane Rudon, Kerrigan Rudon, Klair King, Linda Haigh, Brenda Cavers, Amanda Williams, Ve Williams, Vicky Hill.**

NOTES	ACTION BY
<p><b>GROUP MEETING</b></p> <p>Jane Rudon opened the meeting and welcomed all members.</p> <p>There were apologies from Irene Gwizdala, Susan Moore, Margaret Msimbe, Brenda Cavers, Roy Birch, Karen Gavin and Dr Mukadam.</p> <p><b>MINUTES OF THE LAST MEETING HELD ON 7<sup>th</sup> NOVEMBER 2023</b></p> <p>After confirming Dr Aptsauri's name and deleting a sentence the minutes were agreed.</p> <p><b>MATTERS ARISING</b></p> <ul style="list-style-type: none"><li>i) Jane did send the Thompsons a thank you card.</li><li>ii) Jane informed the relevant person that FMC would not be able to liaise with them to create leaflets encouraging Polish and Romanian women to book smear tests. Vicky informed the group that leaflets in these languages have been received about measles and these would be sent to relevant people.</li><li>iii) Vicky reported that the uptake of all vaccinations has been much lower than usual. Flu vacs are usually at 80% and this year it's 50-55%. People seem to have vaccination fatigue. Meanwhile there are some terrible colds and flu going around and hospitals are full of covid patients. Ve reported that at her college covid tests are being given out freely. However, people are still going to work even when they are ill.</li><li>iv) The winter newsletter focussed on measles and Jane made a display about Measles. Other items will go into the spring newsletter.</li></ul> <p><b>STAFF UPDATE</b></p> <p>There are four partners: Dr Mukadam, Dr John, Dr Matthew and Dr Topala. Dr N Sharma does two days a week. Dr G Sharma looks after the medical students. Dr Aptsuri and Dr Patel both work part time and will work closely with Dr Mukadam and Dr Topala.</p> <p>Currently we have 3<sup>rd</sup> and 4<sup>th</sup> year students and registrars being trained at FMC. New Reception staff are fitting in well. Leigh is doing administration 4 days per week. Marta is going to start her GP training at university in September but will continue to work at FMC 10 hours per week.</p> <p>FMC might hire an assistant for Vicky to help with payroll, finance, claims, reports etc.</p> <p><b>WASTING APPOINTMENTS</b></p> <p>The number of appointments being wasted is very high.</p>	<p>JR</p>

A discussion took place. We were informed that 1 clinic = 16 appointments and each doctor has a morning and an afternoon clinic. DNAs lose a lot of equivalent clinics. Currently a DNA receives a text and after 6 or 7 DNAs they get a letter telling them that they are wasting NHS time. It was suggested that each DNA should receive a survey asking them why they missed their appointment. The survey will go on their record and it will show that the practice is bothered about wasted NHS time.

Some DNAs have to be followed up for example if it is for a medical review etc. this is a safety net for patients. It uses more clinical time.

The survey, which would be sent by text, might uncover some helpful information about why people DNA.

A suggestion was made that when people received a text about their appointment, they should have to confirm that they still want the appointment.

Anyone with any ideas about the wording of the survey should get in touch with Jane.

It was suggested that the way DNAs is reported on the newsletter and on the notice board be changed. The wasted appointments would be separated by GPs and nurses/HCAs and emphasis would be put on how many appointments would have been available to patients and how much shorter their wait for an appointment would be.

### **CARE QUALITY COMMISSION**

The criteria by which surgeries are measured have been renamed. The inspection protocol has been changed. Inspections in the East Midlands are expected to start in February. FMC is ready for such an inspection.

### **COMPLAINTS/ PLAUDITS**

There have been lots of plaudits.

There has been one very long complaint that is being dealt with.

### **SIGNIFICANT EVENTS**

There has been a clinical significant event that has been satisfactorily resolved and the learning point has been added to the induction list for doctors.

### **NEWSLETTER**

The spring newsletter will include the three main health issues that if improved would raise patients' quality of life and longevity. It will also include other issues that might be raised at the next meeting.

### **DATE OF THE NEXT MEETING**

The next meeting will take place on Tuesday 27<sup>th</sup> February 2024.

### **ANY OTHER BUSINESS**

The meeting was informed that Vicky would be undergoing a medical procedure at the beginning of February and would be out of action for about 6 weeks. We wished her all the best for a speedy recovery.

Jane thanked the attendees for their presence and closed the meeting.

JR