



	<p>We suggest patients:</p> <ul style="list-style-type: none"> <li>• Cancel by calling or texting back on the appointment reminder CANCEL option.</li> <li>• Ensure patient details are correct, up to date, to enable surgery to send a text reminder.</li> <li>• Put date in your diary or put an alert on your phone so you don't forget.</li> </ul> <p>As previously mentioned, we do call the patient after each DNA as a welfare call and an education call, reminding that they do to need to cancel appropriately in the future, if appointment no longer required.</p> <p><b>Complaints received</b> Complaints received since the last meeting were discussed in an anonymised manner and the PPG were satisfied with the actions put in place by the practice to avoid any future similar incidents occurring.</p> <p><b>Compliments received</b> Several compliments received for individual members of the team as well as compliments regarding the smooth running of our covid/flu clinics.</p> <p><b>Covid and Flu Vaccination update</b> Clinics are ongoing so please get in touch if you are due a vaccination. Final figures will be forwarded by the practice manager once all covid clinics are completed. We are coming to the end of our Covid clinics (Flu vaccinations will still be available) and have a Covid/Flu clinic on Saturday with 139 patients booked, there was scope for more appointments but not the demand. We also have a clinic on Wednesday evening with 86 patients booked. We are delighted with the feedback from patients regarding the smooth running of these clinics with many patients saying they were booked in, vaccinated and left the surgery before their actual appointment time.</p>	KG
4.	<p><b>Communications and Surveys</b> (e.g., newsletters, updates to website, friends &amp; family)</p> <ul style="list-style-type: none"> <li>• July Friends &amp; Family= 95%</li> <li>• August Friends &amp; Family = 90%</li> <li>• September Friends &amp; Family = 94%</li> </ul> <p>PPG Members were reminded of the new format as PowerPoint and a visual now included on the website.</p> <p>Member asked how easy would it be to add a response rate for Friends and Family as we just confirm how many received and favourable rate, this will be looked into by KG.</p> <p>Winter Newsletter is underway and will be completed by mid December. Copy will be sent to PPG members and will be on noticeboard in waiting room and on website.</p>	KG
5.	<b>Rapid Health and Appointments</b>	

	<p>Rapid Health which is an AI system for triaging GP appointments was installed in the surgery in August 2024. Discussed the process from the surgery and from the patient point of view, appears that patients are finding it easier to get an appointment, divided into red, amber, green appointment slots and depending on your symptoms depends whether you are seen on the day, wait 5 days or longer for a green routine appointment. We have noticed the demand for paediatric appointments has increased recently.</p> <p>We discussed those patients unable to access the system online and that there is help from the reception team.</p> <p>Members talked about how helpful the reception team were and they had noticed a significant difference but did highlight a few examples where improvement could be made (around Rapid Health) and the practice manager will look into this.</p> <p>For under 16s these appointments cannot be made online via Rapid Health and a call to the surgery to book an appointment is still required.</p> <p>Other appointments such as blood tests and all nursing team appointments and for the pharmacy team still need patients to call the surgery to book.</p> <p>PPG member mentioned having difficulty booking a physio appointment online and AM will look into the mapping of these appointments.</p> <p>KG will look into a member's concern that prescriptions may be delayed when GP not in surgery.</p> <p>The surgery has noticed a reduction in telephone calls from patients and will continue to monitor the service. We will discuss again at our next meeting.</p> <p><b>GP Collective Action</b> The surgery has no plans to take action but are engaging in discussion.</p>	<p>KG</p> <p>AM</p> <p>KG</p>
6.	<p><b>PPG member items</b> Rolling item- engaging younger patients with PPG.</p> <ul style="list-style-type: none"> <li>• 18 years and above</li> <li>• Advertise on surgery facebook, twitter, put in winter newsletter, waiting room.</li> <li>• Bring any further ideas to next meeting.</li> </ul> <p>Although this is a rolling item, one member did question why there is a need to pursue this cohort.</p> <p>Younger patients are hard to engage and very unlikely to want to attend a meeting such as this.</p> <p>We have a good mix from current PPG members who want to be here and contribute so questioned why we are continuing to pursue this?</p>	All
7.	<p><b>AOB:</b></p> <ul style="list-style-type: none"> <li>• NHS App – a member said they would be happy to show patients how to set up for the App and aware of videos that can be used. The surgery has discussed before about having a workshop for patients to help them in this area and will look into this further.</li> <li>• Group suggested we sit in a circle or semi circle rather than the current format for further meetings.</li> </ul>	KG
	<b>Date of next meeting</b> – tbc (approx. Jan 2025)	All