**Northgate Patient Practice Group**

**Minutes of Meeting held on Wednesday 31st January 2024**

**Attendees:**

Louise Platt - Chair

Amy Jose’ - Practice Manager

Janet Jukes - Note Taker

Dorothy Barrell, Mary Burns, Roger Corbett, Mary Evans, Ela Hardisty, Ann Harrison, Lynne Ingram, Angela Luik, Diane Mason, Danny Newey, Jacqui Taylor. Sue James (observer)

**Apologies**

Sylvia Bailey, Bal Bassi, Val Davis, Julia Greenhough, Diane Mason. LP let the group know that Sylvia was still in hospital and sent our good wishes.

**Welcome**

**LP** welcomed all members and introduced Sue James as an observer to the group.

**Minutes of last meeting**

The minutes were approved and seconded by DN. We had all appreciated Jacobs and Liz’s’ input.

**Practice Update**

Amy told us that Kelly, our new Healthcare worker has settled in well.

Adam is having a meeting re the telephone system tomorrow. A new improved telephone system will be important for our practice.  **Action AJ**

**DNA’s -** there were **196** DNA in **November** and **152** in **December**. We do have a policy for DNA’s but we need to start sending letters to patients - AJ will arrange this with a member of the admin staff. **Action AJ**

It is likely that there will be a Covid Spring Booster which may be in April or May, no confirmation yet. Amy will update us at our next meeting.  **Action AJ**

The ‘How Did We Do ‘postcards (asking for patients comments) in the waiting room were very positive with just two being negative.

**Survey**

220 Patients completed the recent survey. Amy gave us copies of the survey and results, we scrutinised the feedback. We discussed which areas we felt require improvement.

 Q19 Are you aware of groups run by our PCN? JJ pointed out that posters were in the waiting room - they may need to be address as to their effectiveness.

Q27 (patients awareness of how to contact the PPG) should we cards for questions or suggestions.

This will be carried over to our next meeting (how we go about ideas to improve these and other ratings’) **ACTION LP and members**

AJ was asked about the recent CCG inspection visit went. She said that the visit went well with a few action points. The practice are pleased with the outcome.

**Mental Health & Suicide Prevention meeting at Manor Farm**

LP and JJ attended the meeting. LP gave a brief resume of the meeting and members discussed issues around this. We picked up several leaflets and booklets, which will be available for patients from the tables in the surgery **ACTION JJ DB**

We discussed the problems of mental health issues for men. DN and RC asked about a prostrate promotion. We will explore holding a seminar at the surgery for men’s’ mental health and prostate cancer.

**JJ** told us that the Social Prescribers have arranged presentations, which are displayed on posters in the surgery

**Heart Health** is on 19.2.24, **Diabetes** on 19.3.24, **Falls Prevention** on 15.4.24

**Skin Care** on 20.5.24 and **Mental Health** on 17.6.24.

As we were not aware of the courses **LP** will speak to Jacob Blunt about making sure, we have leaflets promoting the Social Prescribers Service in the surgery.

LP has completed a Suicide prevention course on line (Zoom meeting) and asked if anyone else was interested in taking the course. AH said she would - LP to send information of further courses/ joining instructions.

EHasked if we should ask the doctors how the PPG could help them with health issues. **Action AJ**

**Date of Next Meeting**

**20th March 2024**