Northgate Patient Practice Group

Minutes of Meeting 26th July 2023

Attendees:

Sylvia Bailey (Chair),

Louise Platt (Vice Chair)

Janet Jukes (Notetaker)

Jacqui Taylor Danny Newey Bal Bassi Angela Luik

Mary Burns Roger Corbett Anne Harrison Val Davis

Apologies:

Amy Jose, Dorothy Barrell, Julia Greenhough

New member **Diane Mason** was welcomed to the group

Minutes from the 21st March meeting were accepted by all in attendance.

SB told us that details of the Bereavement Protocol, Dementia / Mental Health Services information are on the Practice’s website. Books on these subjects can be issued to members interested in looking at them at the next meeting

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**Practice Update**

Information provided by Amy -

Autumn Flu and Covid vaccines will be given at 3 clinics

**16th September,**

**30th September**

**7th October**

Amy has asked us if volunteers can be made available for the clinics.

**Action LP**

DNA’s for June were 133, she will advise us of Julys figures when completed

Letters will be send out by staff.

The group asked for clarification of when a patient would be classed as a DNA .

It was asked ‘ what if a patient was just a little late for his/her appointment , would that be a DNA?

**ACTION Amy**

**SB** said that if a patient (DNA) did not attend 3 consecutive appointments then they would be sent a letter from the practice which would state that any future appointments requested would be ‘‘come to the surgery and wait for a doctor to be free’ basis’.

Patient Survey

All members had a copy of the proposed survey that had been amended after a meeting between Amy, Mary B, Bal and Jacqui . It will need further amendment as

Q 26,27,28 still read Patient Participation Group, rather than Patient Representative Group.

Action Amy/LP

The survey should commence as soon as possible.

Mary B asked if it would be possible for Amy to send patients a text to say a survey would be taking place. This would open up the possibility of including more people to give their opinions. ACTION LP

LP asked for volunteers and names were taken.

Jacqui Taylor

Val Davis

Mary Burns

Bal Bassi

It would be ideal for the survey to commence in August.

Flu & Covid Vaccines

Surgeries have been arranged for the following dates, and members were asked if they would volunteer.

Saturday 16th September 23 Danny Newey, Bal Bassi , Angie Luik

30th September 23 Diane Mason, Ann Harrison

7th October 23 Mary Burns , Jaqui Taylor

Wednesday 18th October also possible date

Busy times (ideal) are between 8.30am and 10.30am and 2.30pm to 5.30pm

Promotion of Portland Road and Northgate Practices PPG’s

After discussion it was agreed that we did not think it would be to our advantage at the moment to try and attract more members in this way (we had 3 more names to add recently from forms handed in to the practice)

LP and SC had already approached Lloyds Pharmacy and Lazy Hill Pharmacy re giving out leaflets. Lazy Hill were willing to hand out leaflets from the counter if we wished to do so - as they handled over 4,000 prescriptions per week so it wouldn’t be practical to put in with individual prescriptions.

**AOB**

LP. Louise said she had attended a recent meeting of the PPGLL and discussions were had re what had been happening in other practices during the last six months. We seem to be a very proactive surgery and had more than most face to face appointments than others in our group.

The PPLG also spoke about the relaunch of Pharmacy First which will cover the whole country by 2024 enabling Community Pharmacies to supply prescription medicine for 7 common conditions without visiting the Dr. It was good to hear from members of the group that it was already in action in our area.

There is also a delivery plan to update telephone systems as many surgeries still have analogue phone systems whereas digitial systems are far superior. There are still surgeries in our area that have a 8am rush for appointments which is far from satisfactory.

MB said she wasn’t very impressed with our telephone system as it took far too long to answer early in the morning. Others had had problems recently with long waiting times fotr calls to be answered.

JJ and LP had recently spoken to some of our group Patient Practitioners and they interested in attending our next meeting

Date of next meeting:Wednesday 20.09.23. @ 5.0pm