



Patient Participation Group Meeting Minutes

Meeting Title	PPG Meeting				
Meeting Location	Mannings Suite				
Date of Meeting	28 th November 2024	Start Time	11:00	End Time	11:55
Attendees	Tom Micklewright (TM), Alison Durrant (AD), Robin Gundry (RG), Stephen Lyons (SL), Lorraine Taylor (LT)				
Apologies/Absent	Sarah Glicksman, Diana Salisbury, David Mannings				
Additional Distribution	N/A				
Minutes prepared by	Amanda Hulse				

Agenda Ref:		Item Owner
1.0	Minutes from previous meeting held on 19 th September 2024 were agreed.	
2.0	<p><u>Impact of NI increase and National Living wage increase from April</u></p> <p>TM explained that the NI increase and National Living Wage from April had meant that the surgery would need to make efficiency savings across the team. He said it was frustrating because LTS was not an NHS body, neither was it classed as a private business therefore resulting in being financially constrained. He stated that LIVI would cease from mid-December and there would be no further pay rises for staff, (staff had received a 2% pay rise in April 2024).</p> <p>SL mentioned that a hospice he visits had had to cut the number of beds in half and make their helpline office hours only due to the impact of the NI increase and National Living Wage.</p> <p>LT asked if the provision of the new Durrington surgery would be affected and TM said that it had been affected before these changes.</p>	
3.0	<p><u>SystemConnect Implementation</u></p> <p>TM said that the new SystemConnect had been a success and had made triaging more efficient. He said that the new triage hub consisted of a GP, paramedic, meds team and reception buddy which meant that</p>	

	<p>the paramedic could interpret ecg's etc. He explained that patients and reception completed the same form and the system sorted the list by priorities such as home visits and under five year olds. Reception staff time was saved by not having to download the eConsult form.</p> <p>SL stated that he liked the option where a patient can communicate a non-urgent query such as a follow-up. TM said SystmConnect dealt with new conditions up to midday and admin and prescription requests were open until the end of the day.</p> <p>SL enquired whether AI could be useful and TM said that some AI could summarise and prioritise but that feedback for non-clinical had not been good. SL said it was unsafe that Pharmacy First could not access patient notes, as some patients may not remember their allergies or what medication they were taking.</p>	
4.0	<p><u>Community Garden Project</u></p> <p>LT said that the project had stalled due to a Trustee could not also be a PPG member and TM said that the issue was being dealt with. TM said that the scaffolding would be at Goring for another two weeks.</p>	
5.0	<p><u>Walking Group</u></p> <p>TM stated that a patient had contacted him regarding the Findon Walking Group as he had previously run a walking group in another location. TM said he had been in touch with the previous PPG walk leader and would put them in contact with each other. The walks could be in Findon and on the seafront and diabetic specific walks could be included. LT said that All Saints had a walking group and would give TM the contact. AD said that the U3A also ran walking groups in the area.</p>	LT to give TM the contact of the All Saints walking group
6.0	<p><u>AOB</u></p> <p><u>Dentist at No 8</u></p> <p>TM said that the lease had been agreed for the dentist at No 8 and would commence in mid-January.</p> <p><u>CKD</u></p> <p>TM said that LB had completed the CKD coding piece of work and some patients had wanted to talk about the condition and LB had held clinics regarding this. TM said there would be clinical team education and audits regarding CKD.</p> <p><u>Missed Appointments (DNA)</u></p> <p>LT asked what could be done about patients not attending appointments and TM explained that most of the missed appointments were with the nurses where patients had gone into hospital or been seen elsewhere. He explained that there was a cancellation option within the accuRx message sent to patients.</p> <p><u>Vaccination Campaign</u></p> <p>TM said the vaccination campaign had gone well but this year pharmacies had done much more. He said the RSV vaccination campaign was underway.</p>	
7.0	<p>Date of the next meeting - It was agreed that the next meeting would be held on 30th January 2025.</p>	