

**PCS Practices Darnall/Highgate
Minutes of the Patient Participation Group Meeting**

held on
2nd November 2023

Present:	
Debra Edge	Support Manager - Highgate
Molly Ambler	Senior Practice Co-ordinator
Waqas Hameed	Darnall Well Being
Noreen Akhtar	Darnall Well Being
MT,	Patients

	ITEM	Action
1.	Welcome and Apologies	
	Apologies - Emma Johnson	
2.	Previous Minutes and Actions	
	Previous minutes reviewed. No actions required	
3.	Staffing Update	
	<p>New staff:</p> <p>Nat Jones – Allied Health professional Clinical Manager</p> <p>Dr Tom Holdsworth – Clinical director</p> <p>Dr Mark Walker – Care home GP</p> <p>Highgate now fully staffed.</p>	
4.	Seasonal Influenza	
	<p>Seasonal influenza appointments are still available in practice for eligible patients.</p> <p>Low uptake this season.</p> <p>Eligible patients in the practice = 4181</p> <p>1482 given.</p> <p>Suggested that people may be ‘fed up’ with having vaccinations. GP surgeries not currently giving out the covid vaccine, but if patients were offered both then may encourage more uptake?</p> <p>Rumours that the vaccinations are making people feel unwell so may be patients</p>	

	<p>are reluctant to have the vaccine.</p> <p>Clarified that it goes on the patients notes even if they have it done at the pharmacy as they inform us.</p>	
5.	Anima Project	
	<p>New appointment booking system called Anima making it easier to book an appointment.</p> <p>Lots of work happening in the background to prepare for launch beginning of December, possible it could be delayed.</p> <p>A system that will stop the 8am rush to get on the phone and try and get an appointment.</p> <p>Information is already on the practice websites and we will be sending text messages out when we have a definite start date.</p> <p>Hub appointments will still be available – external service.</p> <p>People who cannot use a computer can still come through reception and they will go through Anima for them.</p> <p>Darnall Well Being happy to be involved to help patients in the first instance and for the social prescribing side of things.</p>	
6.	DNA's	
	<p>646 Appointments were not attended between 1st and 31st October Darnall = 381 Highgate = 168 JULY - DPCC 390 - HGT 195 AUG - DPCC 351 - HGT 181 SEPT – DPCC 397 - HGT 163 Figures not improving.</p> <p>DNA policy is if you get three DNA warning letters, you will receive a fourth, saying you risk being removed from the practice list. If the patient further DNA's it gets taken to the clinical meeting where they discuss if it is appropriate to remove them. Haven't deducted anyone yet due to different factors such as age/conditions etc.</p> <p>Telephone appointments don't come up as a DNA if they don't answer the phone.</p> <p>Housebound patients are coded and have an alert on their record to stop them getting booked in a face-to-face appointment by mistake and avoiding a DNA.</p>	

7.	Access to Patient Records
	<p>The patients who already have online access will now see their full record as from 1st November 2023.</p> <p>If you needed information on events prior to this date, then it would need to be applied for in writing.</p> <p>Ways you can access your record online: – NHS App System online – register for online at your GP practice.</p>
8.	Christmas and New Year opening times
	<p>The practice will be closed on Monday 25th December Tuesday 26th December Monday 2nd January In an emergency call 999 or 111 for medical advice</p>
9.	AOB
	<p>Patients saying they are struggling to book an appointment in advance. Having to call on the day for an emergency appointment when they feel they can wait. When the new Anima system is launched it will mean more appointment availability, as the people that need to be seen will be seen, or if they need to be seen in a week or two, they can book for then too – no more wasting appointments for things other services can deal with.</p> <p>Complaint about pharmacy delivery times – DE advised that it needs to be taken up with the pharmacy themselves. GP allows patients to order one week in advance to allow for any pharmacy delays. Only Weldricks attached to DPCC has been tried – WA volunteered to speak to pharmacies in the local area to find out why its taking so long to deliver, as concerned about vulnerable patients.</p> <p>No continuity of care/patient says they can't see the same GP as they used to and they are always seeing locums. Advised Darnall has struggled to get staff and had a lot of summer annual leave; however we are almost at capacity for staff. We have eight part time salaried GPs</p> <p>New housing up the road from Darnall – no one moved in yet, but expecting patient list size to possibly increase?</p>
10.	Date of Next Meeting
	<p>1st February 2024 – 10.00am – Darnall Primary Care Centre.</p>