

**PPG meeting was held on Tuesday, 23 July 2024 evening at 6pm.**

**Attended by:**

Michelle Hurley – Practice Manager

Graham Joynes – PPG Chair

Dawn Joynes

Teresa Glover

Steven Nall

Paul Marbrow

Stephanie Marbrow

**Discussion points:**

**PCN PPG**

In future, there will be a PCN wide PPG which will include all 5 practices in the area. This will help to increase team members and work towards same goals in supporting the practices and patients within the community with a variety of initiatives. One PPG Chair will be appointed, with a voting system once per year. The social prescribers will be involved in this group. We do not have a date for this going live as yet, but initial meetings are already underway to plan towards this. The role of social prescribers was discussed and Michelle committed to share a link to PPG with information.

**Mental Health Together**

Graham attended a meeting with other volunteers and leaders. The aim is to have a team of experts by experience, for everyone in the Derbyshire area. <https://mentalhealthtogether.co.uk/>

**Walking group**

Discussion around the success of the walking group ran by Helen Leve, our Health and Wellbeing Coach, and volunteer, Dawn Joynes. New joiners are welcome and different routes are being considered. Helen is liaising with other HWBC to see about working more collaboratively across the PCN with different walking ability groups.

Stephanie kindly agreed to follow up with Councillor Tilley to enquire regarding free/discounted parking at Rosliston which could then become another walking venue option for Friday mornings.

**Recruitment**

A few staff have left the team, mostly due to retirement or a change in career. They will be missed, as will Dr Thorne who has retired and left the practice at the end of June 2024. He may do locum work for us occasionally in the future.

The staff leavers have created a gap in resources whilst recruitment was underway and training took place. We have had a busy few months recruiting new staff who include:

- Dr Janet Okoroh
- Paramedic: Mark
- Nurses: Clare and Corinne
- Nurse Associate: Vanessa
- Reception/Admin staff: Kayleigh

**Flu vaccinations**

Our team flu planning meeting is taking place on Wed 24 July. Headline plans are to hold a large clinic on Saturday 5<sup>th</sup> October, 9am – 3pm, with multiple nurses onsite administering flu vaccinations. Our PPG members have kindly offered to volunteer and help marshal on the day, assisting and directing patients to keep the queue flowing. Additional dates will be planned for 12<sup>th</sup> October and then mostly Monday to Friday.

**Feedback**

Members fed back that they had struggled to get a nurse appointment over the past few months. Unfortunately, due to staff absences and leavers in our nursing team, we have experienced a backlog of around 6 weeks for patients waiting for an annual health review for long term conditions, such as diabetes and asthma. Now that we have recruited and trained our new nursing team, we are working hard to catch up on the backlog.

A query was raised regarding the gap between having bloods taken for reviews and the nurse appt, it was explained that our HCA team had the capacity to continue with phlebo appts and it was decided to utilise this whilst the resource was available, rather than delaying blood appointments to line up closer with the nurse appointments. Blood results for annual reviews are typically valid for 3 months.

A suggestion was made to include a text link to nurse appointments so that patients can book online. We do facilitate this for some, where there is a specific rota slot type with nurse with correct skills and a matched duration programmed, however, we cannot add links for appointments that haven't yet been released and added to a rota. We will consider solutions for future, but hope to not have a repeat of the big delays as seen before due to staff team changes.

**Technology support**

As a practice we encourage patients to utilise the technology available to them to view medical records, order prescriptions online and view test results. Recognising that some patients may need support in setting up such technology, like the NHS app, we will arrange a drop-in session one Friday afternoon in later September, supported by Graham and Steven from PPG, and some of our staff members.

Posters will be designed and advertised once a date is agreed, to pin up in waiting room. We will also advertise on Facebook and Website as some patients may see this but be unaware of the NHS app and its benefits.