**Minutes of the Downing Drive Surgery PPG**

**Committee meeting held on Monday, February 19th 2024**

|  |  |  |
| --- | --- | --- |
|  **No.** | **AGENDA ITEM** | **ACTION POINT** |
| *1* | ***PRESENT:****–Jeanette Robertson (JR – Vice Chair), Chris Mitchell (CM), Janet Hall (JH), Gordon Squires (GS), Steve Goodman (SG), Pam Goodman (PG), Jackie Williams (JW)* |  |
| *2* | ***Apologies:*** *Kam Mistry, Caroline Graham and Doctor Ahmad* |  |
|  | ***Minute Taker*** *- Janet Hall took the minutes for this meeting.* |  |
| *3* | ***Conflict of Interest –*** *None declared* |  |
| *4* | ***Approve and Sign minutes from last meeting January 15th 2024.****Minutes of last meeting approved, proposed by Pam & seconded by Steve.* |  |
|  | ***Matters arising from the last minutes****DNAs. Steve gave out a chart outlining the statistics for DNAs. Nurses lost the most appointments**Which appointments are missed most?**It would appear that some patients don’t see the need to inform the Practice if they are not going to attend.**It was questioned whether the Practice gets paid for missed appointments.**Steve asked if the PPG could do anything to help work on this problem. Also can the HCAs help at all?**Telephone upgrade: - no update.**NHS App:- The presentation arranged at a Monday morning Coffee Morning was cancelled**Web site:-**Finance:- £50.00 income from Coffee Mornings.**£17.00 income from sale of books.**Chris had tidied the books & it was noted that there had been a good donation of books…..**Coffee Mornings.**It was noted that Chris’s heater was in the room.**The cost for Phil, the caretaker was £10.00 per week, but currently is paid by the church, not PPG..**A rota was made for the weeks to the end of March.**Pam said she would be the reserve for Coffee Mornings in case of difficulty in attending. 0116 2412833.**AGM**The meeting discussed the best way to contact patients to inform them of the meeting. It was agreed to start early in October to give good notice.**Could the surgery email patients?**Patient Survey**£200 has been allocated to surgeries for PPG use.**Leaflets will be printed to give out to patients**PCN & PPG zoom meetings**will be on March 28th from 11.00 am to 12.30pm.**There is a course on May 30th from 1.00 to 3.30pm at the National Training Centre.**Intercom:- The volume is too loud. Staff are aware of the need for sensitivity to patient information at the reception desk.**Abusive behaviour**12 cases had been reported in the last year.**The meeting closed at 6.50 pm.* |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |