

# Broom Leys Surgery

Patient Participation Group meeting

Minutes

**Date:** 06/04/2022

**Time:** 16:30

**Venue:** Waiting Room

**Attendees:** Confidential

**For the Practice:** Pauline Beall, Karen Smith, Laura Cresswell

**Apologies:** Confidential

Item	Item	Owner
1.	<b>Welcome and Introduction</b> <i>Welcome to our New Chair of the PPG</i>	
2.	<b>PPG Members/Meeting Attendance</b> <i>We have received some new applications. We will be going through out list of PPG members to check all are still valid and want to be included in our invitations. During this the practice will look at consent for PPG members so that we can display names on our social media/webpage and communicate effectively with consent from each member. Members will be able to set their preferred method of communication. We will also look to gather email addresses so that we can send out the agenda and minutes if requested. We will also aim to get these published on the website so it may be easier to have a single point of access for members to go to. The surgery are happy to print these for members if preferred.</i>	
3.	<b>New PPG Notice Board</b> <i>The new PPG notice board is now up in reception and currently we are displaying the easter raffle. We are looking to add the target for fundraising poster back on and add a photograph of the ECG machine that has been purchased thanks to the help of the PPG. We will also post this on social media and our website.</i>	
4.	<b>Easter Raffle Fundraiser</b> <i>We have a few prizes that are available to win on the easter raffle. A few more may come in from the PPG members any donation is welcome. The raffle will be drawn on the 13<sup>th</sup> April.</i>	
5.	<b>Website</b> <i>It was discussed that the website page for the PPG needs to be updated. Our PPG chair has produced some wording for this which we have now added. It would be ideal to have the agenda and the minutes from each meeting published and to remove any minutes that are over 12 months old.</i>	
6.	<b>Surgery update – staffing</b> <i>The past year has been a whirlwind with staff going off with covid and we have also had a few staff who have left the practice this includes our reception lead who has worked at the practice for many years and will be missed by all. Any staff that were on</i>	

	<p><i>maternity have now returned. We have a new pharmacist who will be full time who can support the clinical team and patients. The role of the pharmacist was discussed with all. We are still having Paramedics in the practice, and these rotate so we get different staff allocated on different days. We do have some regular locum GPs who also support the practice.</i></p>	
7.	<p><b>DNAs (Did Not Attend)</b>  <i>The DNA policy was explained in the PPG meeting. This is also available on the website under appointments. It was asked 'do we remove patients if they DNA 3 times'? the practice has the option to remove after 3 DNAs in a rolling 12 month period, we consider these on an individual basis, all patients are discussed at a GP meeting before any removal happens, but we do have to ensure that the DNAs are dealt with and look at the bigger picture and the issues these are causing for the practice.</i></p> <p><i>The DNAs for February was 108 appointments, and this equated to 24 Hours.</i></p> <p><i>The practice does not take the decision to remove a patient from our list lightly but need to ensure that we are able to provide for all of our registered patient population to the best of our ability and that this is made more difficult if a patient repeatedly misses appointment without cancellation.</i></p> <p><i>We will start to make public the DNAs per month on our Website and Facebook Page.</i></p>	
8.	<p><b>Date and Time of next Meeting</b>  <i>11<sup>Th</sup> May at 16:30</i></p>	