

**PEEL MEDICAL PRACTICE
PATIENT PARTICIPATION GROUP
Minutes of meeting held Tuesday April 30th 2024 at 5.00pm.**

Present: D Lever (Chair) S Crosby V Levai J Garner
H Loxton R Coggins Dr McWeeney B Coleman J Dyoss

- 1. Welcome** – DL welcomed all to the meeting.
- 2. Apologies** - M Shott S Greenwood C Arnold L Kellyman

Prior to the meeting agenda, DL reintroduced Angela Brookes who had spoken at the October meeting. She now presented the findings of the survey carried out by Dementia Exchange about support for carers of people with dementia. The survey had been very thorough and yielded an in-depth picture of how carers are affected by their role and what their needs are. The practice would like to do more to support its carers, **this to be discussed at our next meeting.** JG asked if AB would give the presentation to a group he meets with at his local church in Amington. Discussion focussed on how this information can be shared on a wider basis Dr M suggested it be mentioned at the Practice Managers meetings, or the Primary Care Network which is for GPs. DL said she was attending the inaugural meeting of the PPG Network on May 8th and will mention this presentation to other PPG members present. SC and DL gave AB their email addresses. DL thanked AB who left the meeting at this point.

- 3. Minutes of previous meeting** – approved.
- 4. Practice Update/Primary Care** – SC drew the meeting's attention to the huge amount of statistical information available about the performance of GP practices compared with national averages. She illustrated the information she was sharing on-screen. The practice performs well in most areas including the number of days patients typically wait for an appointment (2-7); the percentage of appointments where patients wait more than 22 days (6%), and Dr M explained that this includes appointments booked in advance for patients receiving ongoing care for eg depression; the percentage of patients obtaining same-day appointments (57.8%). The lower than average percentage of face-to-face appointments (41.8%) is largely due to the number of younger patients the practice has, many of whom prefer telephone conversations rather than a visit to the surgery. SC and Dr M both made the point that statistics only provide a limited picture and do not explain the reasons behind the figures. Dr M illustrated this by saying that the four

practices located close to each other in the centre of the town have very different patient demographics and different systems of operation, so comparisons are of little value. This is clearly also true on a national level. Dr M said DNAs were rising, but the letter sent out to people who missed appointments has revealed some cases of dementia the practice had not been aware of.

5. **Huw's News** – HL reported on the British Social Attitudes Survey findings about the NHS for 2023. Public satisfaction is at the lowest level ever at 24%. The biggest concerns are waiting times for appointments, staff shortages and lack of government spending. Social care satisfaction is also at its lowest level at 13%. The findings are based on interviews with 3000+ people. DL said the NAPP was disappointed in the findings but not surprised. It believes that the public have not lost faith in the NHS but have lost confidence in its ability to deliver on its promises. HL said he is sure that patient satisfaction with individual practices is much higher and suggested the next patient survey might focus on this. He suggested that the PPG email address be added to newsletters and minutes, inviting patients to comment or make suggestions about future content. This was agreed. **DL to action.** HL also said that Dementia Action Week is May 13 – 19th, and circulated details of what is planned. DL said prescription charges are shortly going up by 25p.
6. **Community Board** - BC has arranged to work with Emma H to consider how the content of the board can best serve the practice and patients alike. DL said the current board display (the GP's day) will be removed mid-May. Following her discussion with EH, a section of the board will be designated for PPG use only. Discussion about the boards generally considered the possibility of using one for a particular focus on dementia. **For further discussion.**
7. **AOB** – members referred to the various locations offering the Covid jab. SC explained the process through which DNAs are managed.
8. **Date of next meeting** – Tuesday May 21st 2024.

DL thanked everyone for their contributions. The meeting closed at 6.15 pm.

Patients are invited to comment on the content of the above minutes by using the PPG email address which is peelppg@gmail.com