

	<p style="text-align: center;">PATIENT PARTICIPATION GROUP MEETING Held on Tuesday 11th March 2025</p>
	<p>1. Staff Training and Development</p> <ul style="list-style-type: none"> - New receptionist recruited, bringing reception team to full capacity - Treatment room operating at full capacity - Dr Paula Ekin appointed, starting Wednesdays and Friday afternoons ("started with us last Wednesday") - Dr Parvin increasing sessions to include Friday mornings - Staffing levels currently stable across all departments <p>2. Healthcare Access and Service Delivery</p> <ul style="list-style-type: none"> - Pharmacy referral programme showing positive outcomes: - Increased from 78 referrals in September to 158 in February - Seven specific conditions being referred to local pharmacists - Reception staff received specific training from regional pharmacists - Only two patients returned for GP consultation after pharmacy referral - Strong collaborative relationships with local pharmacies established - Regular meetings between practice pharmacists and local pharmacies occurring every 6-8 weeks <p>3. Appointment Management</p> <ul style="list-style-type: none"> - DNA (Did Not Attend) statistics for 2024: - Overall DNA rate: 1.4% of appointments (1,290 appointments) - Face-to-face appointments: 2% DNA rate - Nurse appointments: 4% DNA rate - Pre-bookable face-to-face: 3.6% DNA rate (329 appointments) - Action plan implemented to reduce DNAs including patient reminders and mobile cancellation options <p>4. Telephone System Performance</p> <ul style="list-style-type: none"> - Call volumes: - January: 8,700 calls - February: 8,100 calls - Call-back facility being utilised effectively - Average abandoned call time: 37-40 seconds - Plans to modify initial message to encourage use of call-back facility - Practice hosts prescribing hub for PCN, impacting overall call statistics <p>5. COVID-19 and Vaccination Programme</p> <ul style="list-style-type: none"> - COVID booster vaccinations planned for over 75s in next two weeks - Flu vaccination programme completed - Next flu vaccination programme to commence October 2025 <p>6. Contract and Funding Updates</p> <ul style="list-style-type: none"> - New one-year contract announced - Awaiting detailed funding information - Protection from National Insurance increase to 15% under discussion - Potential impact of £35,000-40,000 in costs if protection not confirmed - R roles funding increased but restricted to first two years of training - Five-year contract negotiations expected within next six months

	<p>7. Practice Development</p> <ul style="list-style-type: none"> - Trialling AI transcription system for meeting minutes - Staff training occurs Wednesdays 12:00-14:00 - Emergency contact number provided during closure periods - Regular PPG engagement maintained <p>Next Meeting</p> <p>The next meeting will be held on 10th June 2025 at 5.30 p.m. on Zoom.</p>
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