

**MINUTES OF PPG MEETING
AVENUE SURGERY
01/04/2025**

PRESENT

Howard Jones (HJ) – Chair

Annabelle Carter (AC) – Secretary

Jean Tucker (JT) – Secretary

Committee members - John Umasanthiram (JU), Chandra Verma (CV)

Pat Ayres (AP), Peter Redfern (PR), Sue Dunham (SD) Sebastian Miller (SM) Gill Burriss (GB)

Apologies

Gregory Hale, Johanna Lovesey, Sebastian Miller, Trevor Gillis, Diane Hunt Caroline Romback, Gill Scott

Matters Arising

Action

- Update on actions from last meeting
Unfortunately, Caroline was unable to attend to give an update on the production of a newsletter so JT will email to ask for update JT

HJ enquired if it was possible to have data as to how many patients have signed up for the NHS App. Unfortunately, this figure is not available. There followed a discussion regarding both the NHS app and the Practice website and the differences between the two. SD highlighted the benefit to the practice of patients using the NHS app to access their test results and other information

It was agreed that the group would try to find ways to both signpost ,and to help more patients to sign up.

JT would look at How-To guides produced online by NHS England and others to find an 'easy to understand' guide to which we could direct patient. JT

The group would also look at the possibility of holding information sessions in various locations where we could offer support for those whose technical knowledge prevented them from using this valuable resource. HJ would speak to the library manager to ascertain if we could perhaps use their facilities. HJ

SD would ask the receptionist if they could, for one week, gather basic 'bar gate' information relating to the number of patients ringing for test results that the group could use as base line data to measure any improvements that may be made by being proactive in encouraging patients to use the NHS app. SD

- SD gave an update on the challenges that the practice has faced regarding recruitment and the some of the difficulties this has led to in the surgery.
The group discussed the possibility of PPG members volunteering to help with basic admin or other tasks identified by the staff as being suitable
- SD provided ID badges for all committee members for them to use when representing the practice. These would be kept in the surgery.

AOB

- Sue Dunham informed the Committee of the following 'Did not attend' (DNA) data:

| Month | GP Appointments DNA | | Nurse Appointments DNA | | Total Appts DNA |
|----------|---------------------|-----------|------------------------|--|-----------------|
| | No of Appts | Total Hrs | No of Appts | | |
| February | 35 | 11 hrs | 72 | | 107 |
| March | 43 | 14 hrs | 83 | | 126 |

Date of Next Meeting – 1st July 5pm, Avenue Surgery