**Date: 20 November 2024**

**In attendance: Julie Stephenson, DR Alan Maguire and Mr Mike Bolam**

**Meeting Type:** Patient participation Group meeting

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| **No.** | **Items** | **Lead** |
| 1.0 | **Did not attend appointments** | JS |
|  | * **Julie advised there were 46 people who did not attend their appointment over the last 4 weeks. These missed appointments were with multiple clinicians including GP's, nurses, HCAs, and Physio.**

**Julie advised the practice would be sending warning letters to patients who missed 2 of their appointments in a 12-month period.*** **Mike thought it very appropriate for patients to receive a warning letter.**

**Dr Maguire added he feeds back to his patients and that he would also speak to other doctors with regards to booking patients in with the physio and explaining fully to the patient the reasons why they are booking these appointments.** | **MB****AM** |
| 2.0 | **Aggressive Patient behaviour** | **JS** |
|  | * **Julie spoke about aggressive patient behaviour towards staff and asked Mike his opinion on how he would deal with such people.**
* **Mike suggested using the tv in the waiting area more to advise patients of zero tolerance towards aggressive behaviour and to perhaps use emotional intelligence to ask patients how they would feel if in the same situation. Mike felt we could utilise the TV more.**
* **Mike advised he would give it some thought and feedback to Julie his recommendations.**
* **Julie did advise it is a minority the number of patients who would fall under the umbrella of Aggressive behaviour.**
 | JSMBJS |
| 3.0 | **Latest patient feedback and actions** | **JS** |
|  | * **Julie advised Mike of the recent feedback the practice had received. Overall, it was very good feedback.**

Very good: 83%Good: 14.7%Neither good nor poor: 1.6%Poor: 0.7%**Many actions we have already implemented following patient feedback. We discussed:** **A new patient self-check in screen was purchased earlier this year.****Access to blood appointments: We employed a new member of staff who has been trained as a HCA, she is now fully trained which allows us to book more** **appointments.****We added new hand sanitiser station to entrance way to surgery.****We updated our booking system to allow patients to book appointments (where suitable) online.****Access for parking: This is currently on going, we do intend to ask neighbours to refrain from parking in our car park whilst the surgery is open (between 8am and 6pm)*** **DR Maguire advised he was really happy with the feedback received and that we try to do our best for our patients.**
 | **JS****JS****AM** |
| 4.0 | **New Telephony** | MB |
|  | * **Mike asked about our current telephone system and asked if we could incorporate a queuing system, so patients knew where they were in the queue.**
* **Julie advised there were talks in place already with regards to replacing the current telephone system. The cost to do this and end our current contract was phenomenal, however discussions are ongoing.**
* **DR Maguire supported what was said and added the costs were extremely high.**
 | **MB****JS****AM** |
| 5.0 | **Discuss at next meeting** |  |
|  | * **Mike asked if we could discuss the culture of our practice at the next meeting, we have.**
* **Julie and DR Maguire both agreed we could do this, and Julie will add to the next agenda.**
* **Mike also asked if we could send the agenda out approximately 1 week prior to the meeting so all parties can plan.**
* **Julie agreed to do this. Julie also advised Mike that she was going to pass the facilitating of the PPG meetings onto a colleague for them to gain experience.**
* **Mike thanked Julie for her excellent minute taking following the previous meeting, and asked if we would continue to send minutes out.**
 | MB**MB****JS**MB |
| 6.0 | 2025 PPG meetings |  |
|  | * **Julie thanked Mike for his time today and advised next years dates would be sent out in due course.**
 | JS |