**PPG Meeting**

**Wednesday 20th November 2024**

**10:30**

**Present**: AJ SS RN KO LS CC

**Apologies:** JB HT MA

**26/24 Apologies**

JB HT MA

**27/24 Agree Previous Minutes**

Agreed as a true representation.

**28/24 GPIP**

The practice has been involved in the general practice improvement programme. The three areas of focus were telephones, continuity of care and frequent attenders.

Telephones:

The initial feedback when the new phone system was installed was good and patients liked the call back facility.

Issues were identified as we went along as there was a lot to learn with the management of the system. The primary focus was call handling with our reception team and training reception to get most out of the system. There has been tremendous improvements in call handling. The GPIP process has highlighted the robust signposting in place and that the practice is leading in Derby. Our processes are now being shared with other practices.

Continuity of care:

Our new process for continuity of care allows for patients with long term conditions to be seen by same GP for these conditions. This can be difficult due to GP availability, but it will be followed if availability allows. The new process is being trialled and will be reviewed at regular intervals.

Frequent attenders:

This has looked at patients who are overusing the service. The aim is to reduce the numbers of frequent attenders. The focus is on the top 10 patients and creating a care plan to support their needs, these 10 patients have had 50+ appointments in the last year. Initially these patients with have longer appointments every 4-6 weeks. This is an ongoing focus.

PPG feedback on all three areas is that it’s a good idea.

Plan for future:

Areas of focus for the future will be looking at digital aspects to free up availability on telephones. Looking at booking links for long term health conditions.

DNAs – As a practice we have looked at this previously and will continue to remove patients should it be required.

**29/24 ICB PPG Meetings**

Network meeting for all practice's PPGs, this allows for group learning. The invite is open to all PPG members and the next meetings are 17th and 19th December. CC will send out the email with the meeting link included.

**30/24 Medication Reviews**

The practice has recently issue with pharmacist workload due to sickness and this had meant a new process has been implemented to support this. Patients that are due a medication review will be sent a questionnaire prior to their pharmacist review to allow less time to be taken during phone calls. This is a pilot and will be reviewed as required and updated accordingly.

**31/24 2025 Focus**

If there are any areas the PPG would like to practice focusing on for 2025, please update these with LS and CC.

Discussion on the blood clinic availability and appointments. The practice has attempted to get the blood clinic reinstated in the building; however, the contract is held by the hospital and they are reluctant to do this due to staffing. Appointments are a priority and always a focus. This will continue to be ongoing.

**32/24 AOB**

**Date of Next Meeting**

**15th January 2025**

**10:30 to 11:30**