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**PPG Meeting Minutes for 22nd January 2024**

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| **Attendees:** | |
| ZP  HK  MB  JR  DW | Lin Rees- Chair  Sophie Rees -Minutes |
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| **Agenda No** | **Notes** |
|  | Read and agree minutes from the last meeting.  Welcome  LR explains new accurx which can be accessed through the website. Demonstrated but out of hours so LR and SR explained the process of submitting.  LR asks about the 8.30am “scramble” for appointments. Explained new system that if patients don’t want to wait on the phone, they can request a call back which will be processed in order which will be implemented in April.  Terms and reference and ground rules agreed last time. EW resigned from the PPG. |
|  | Benefits of switching phone line over at 5.30pm daily  Audit will take place in Feb to audit the calls we receive between 5.30pm and 6pm. Look to switch the phones over to 5.30pm to an answering service to allow staff to catch up and bring the working day back into the day. Anything urgent would still be put through to the Surgery to be actioned.  LR explains we need to go back through NHS England to get permission.  PPG are in agreement with the idea. |
|  | DNAs- December and January  104 DNA appointments in December.  Could we add to the reminder text a Yes or No to see if the patient is going to attend. Some of the accountability should go back to the customer.  LR and SR will look into this to see if it is something that is possible within accurx.  Could we look at demographics.  LR will set a poll up to see why patients are missing appointments- could be sent at the end of the day.  Add DNA numbers to the TV screen down stairs.  47 DNA appointments in January so far. |
|  | How to engage patients under 30 who have not had an MMR vaccine  Completing a data cleanse piece of work to make sure all MMR vaccines have been coded correctly when we migrated patients across to the new system.  Any suggestions on how to engage them. Text and information about the MMR vaccine to help patients make an informed decision. |
|  | Texts/Screening Letters- would patients be more likely to respond to a Sunnyside Surgery letter/text than the NHS. Felt more personal coming from Sunnyside. |
|  | AOB  Prescription query- discussed. LR and SR will look into.  Next Meeting 15th April 6pm  Anything you would like to bring up/discuss email LR/SR |

**ACTIONS**

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| **Item number** | **Action** | **By Who** | **By When** |
| 1 | Look into if we can add a Yes/No to see if patient is attending booked appointment. | LR/SR |  |
| 2 | Add DNA numbers to the TV Screen in the waiting room | SR |  |
| 3 |  |  |  |

**Date of Next Meeting: 15th April 6pm**