



NORTHDOWN SURGERY **PATIENT PARTICIPATION GROUP** **Meeting held 14th May 2024**

Attendees:

Patients: JD (Chairman, patient), DN (Deputy Chair) LN, ER, TR, CK, PR, LS, PW, CW & JD.

Surgery staff: Louise Dobbyn (Practice Manager), Kerry John (Operations Manager).

1. Welcome and Introductions

The meeting was opened by JD who welcomed everybody and introduced the surgery members present at the meeting.

2. Apologies for absence

None received

3. Minutes of the last meeting

No minutes to be agreed as the last meeting was a Q&A with Dr Peshen re Anima.

4. The purpose of the PPG

JD remind us that the purpose of the PPG was for the whole practice population, not personal or individual grumbles. LD handed out some leaflets to be agreed, the leaflet explains the purpose of the PPG for potential new members.

LD also handed out some paperwork for current members, to remind everyone the purpose of the PPG, the benefit of the PPG and some ground rules.

5. Anima

LS gave some constructive feedback regarding Anima but was also frustrated that it would appear Anima was a 'Done deal' by the time it

was discussed with the PPG. There was also some frustration that Anima requests that have been submitted by patients we closed, leaving the patient feeling that their issue had not been resolved.

LD explained that if this happens then the patients need to come and speak to her or KJ so all issues are resolved.

However, on a positive note. LD reported that the number of appointments offered have significantly increased since Anima and our DNA's (Did Not Attend/missed appointments) had decreased.

JD asked why Anima shuts down at 3pm. KJ explained that we need to leave enough time for the Duty Dr (who is always a GP partner) to resolve all of the Anima requests before the surgery closes at 6:30pm.

LS & CW will work together to produce a patient survey, with questions which they feel of relevant from a patient perspective.

6. Phones

JD mentioned that she was on hold for 35 minutes trying to get through to the surgery. LD explained how the phone system works but also that there is a ring back option to choose so the patient doesn't have to wait on the line. Once you choose the option 'ring back' you can then hang up and the system will call you back when you are at the top of the queue.

7. How the PPG can help the surgery

JD asked the group how they think they can help the surgery. LS would rather wait until the survey is complete to see how best they can help.

AOB

- **Secretary**

LS offered to be secretary and was appointed. Thank you LS 😊

- **Written questions (JD)**

JD mentioned that it would be a good idea if members email their questions that they would like to be raised/discussed at the next meeting, so they can be added to the agenda.

- **Chair (Election July)**

JD has been elected as chair for another 2 years. Thank you JD 😊.

- DN would like a GP at the next meeting
- CW mentioned anything that the group would like added to the survey should be emailed to our new secretary LS.

JD closed the meeting

Date of next meeting – Tuesday 13th August 2024