

Castleton Health Centre Patient Participation Meeting

Saturday 22 June 2024



Minutes

Present	Names: Jane Gaunt (JG) - Practice Manager PPG Members
Welcome and Apologies	All were welcomed to the meeting and introductions made.
Agenda	<p><u>Appointments</u> The group asked about the appointment types available. JG explained that the appointment book is a mix of face to face appointments and telephone appointments.</p> <p><u>Terms of Reference</u> Terms of Reference for the group was discussed as following the patient survey a few months ago, 117 patients expressed an interest in joining the group. This document sets out what the group is for. JG to source/create document.</p> <p><u>NHS App Day</u> The practice held a NHS App Awareness day in May 2024 which was well attended.</p> <p><u>Did Not Attend Numbers</u> The number of patients failing to attend their appointment is still too high which is frustrating for all parties and has a huge knock on effect for all.</p> <p>JG rings patients who have failed to attend 3 times in the last three months to try and find out the reason for the missed appointments. It was felt that this is a better approach than a letter.</p> <p><u>PPG Newsletter</u> JG asked the PPG if they felt a newsletter was needed. It was felt that it wasn't. The minutes of the meetings will be published on the web site.</p> <p><u>PPG Meeting – In Person v Virtual</u> The question of which meeting format everyone would prefer was asked. It was agreed that in person is better. Therefore, the meetings will continue as they are.</p> <p><u>Warfarin Clinic</u> The warfarin clinic is in room 5 every Friday but it was mentioned that there is no sign on the door. JG to arrange.</p> <p><u>Next Meeting Date</u> Saturday 14 September 2024 – 9.30am – 11am at Castleton Health Centre.</p>