

	<p>reviews. The research project is evaluating the effectiveness of a new machine which detects Nitrogen Dioxide in the lungs.</p> <p>Asthma review patients are allocated randomly to one of two groups, a control group and a second group for whom the new machine is being used in addition to the normal review process.</p> <p>Two further studies were mentioned – one for cardiac patients and the other for those with angina.</p> <p>A question was raised about whether there were or would be any studies related to the menopause. AK to advise</p>	Action AK
2. DNA'S -Lynne	<p>Lynne updated the group with April's results, DNAs had reduced to 87 approx. 2.2% of appointment offered in April compared to an average of 125 per month last year. Results are regularly posted in reception, on the website and social media to inform patients of missed appointments and the impact. Significant work had been done by all the team to ensure cancelling an appointment via the website and /or the NHS APP as easy as possible and to proactively follow up with patients who regularly missed appointments.</p> <p>A policy is in place for DNA's and DNA patients were contacted to see what help could be given and the reason for missed appointments.</p> <p>The policy reviews each patient and on occasions repeat DNA patients are asked to find an alternative GP practice.</p>	
3. Friends and Family feedback -Lynne	<p>Lynne updated on last months results as follows: 85% of patients rated the practice as very good/ good. 8% rated neither good nor poor. 5% rated poor/very poor. 2% don't know.</p> <p>The practice holds month end meetings to review and discusses patient feedback and reasons for poor/very poor ratings to proactively implement positive change where possible.</p> <p>Often these refer to circumstances outside of practice control. (e.g. not liking e-consult, but this is driven by NHS However, the practice offers alternative methods of making appointments such as selecting a call back via phone system).</p> <p>Some poor/very poor ratings related to long wait times for appointments but occasionally these are due to emergencies.</p> <p>Additional measures are now in place to collect and monitor additional feedback as part of the commitment to improving patient access.</p>	
4. Practice update – Julia	<p>Julia explained that funding had been made available for 2 years for a trainee Pharmacy Tech.</p>	

	<p>The role was to support Pharmacy 2 days per week - deal with repeat prescriptions, discharge letters etc. Practice work involves such tasks as checking who needs blood tests, kidney function checks, reviews and so forth.</p> <p>The practice has advertised for 2 receptionists. Receptionists now help with triage. E-consult helps to direct patients to the most appropriate person and prioritise patient care, a possible reason why complaints are low.</p> <p>Julia explained that the NHS contract requires 255 extended hours provision/week. Dr's. phone patients when needed between 6.30 and 8.30 pm. <i>(See attached Accessible Information Standard)</i></p> <p>There is a new Quality Contract in place from April 2024 – focusing on frailty scores, asthma, and medication reviews for patients.</p> <p>A new self-booking system for specific appointments (smear tests, vaccinations etc) was introduced last year and has proven successful.</p>	<p>More details to follow next meeting JM</p>
<p>5. Silver standard PPG action plan</p>	<p>There was considerable discussion as to how the PPG could, in due course, meet the Silver Standard. 4-5 areas were settled on for further consideration and focus over the next few months.</p> <p>These were: <i>Ref: PPG Quality Indicator Checklist</i></p> <p><i>“Our PPG has regular contact with the CCG”</i> Webinars are available for training</p> <p><i>“There are different ways for patients to get involved in the PPG”</i> We need around 12 active members – there are only about 7 at present. Need to look at recruiting new members. Patient support – video/virtual meetings? Coffee mornings? Activities? Etc. Up and Active (see AOB) inclusion for patients and PPG? Garden project? Communication -to ensure inclusive approach for all patients</p> <p><i>“Our PPG represents all the patients that use our practice”</i> <i>“Clinicians such as GPs and nurses attend our meetings”</i> <i>“Our practice actively recruits members to the PPG”</i></p>	<p>Go through Silver Standard, tick off what we already do and form action plan, with reference to:</p> <ol style="list-style-type: none"> <i>1. Communications</i> <i>2. Recruitment</i> <i>3. Up and Active/patient support</i>

<p>6. AOB</p>	<p>It was suggested that perhaps a photo of the PPG members could be displayed in the waiting room.</p> <p>The practice staff has been awarded the 'Active Practice Charter'.</p> <p>Currently supporting staff health and wellbeing. Next steps - to consider how we can roll this out to patients to improve physical and mental health.</p>	<p>LHW</p>
<p>7. Date of next meeting</p>	<p>Date agreed - Tuesday 9th July 6.30 pm - 8 pm</p>	