

Minutes of Patient Participation Group
18th January 2023



Attendees:

Rob	David	Simon	
Matt	Sam	Allison	

Apologies:

Graham, Tameera, Bruce

Agenda Items:

Welcome by group chair	David
Telephony Data Handout provided showing calls answered or abandoned. Hourly breakdown per day provided with durations for August to December 2023. Abandoned calls can be for various reasons. Fewer people are dropping out. More bookable appointment spaces in afternoon has had an impact on call volumes; people don't need to call back at 1400. New provider should go live end of March. New features to be available e.g. improved queuing. Practice is now open all day 0830-1830. Facebook and website have been updated to show this. Hampton gazette supported the messaging. Registrations are still increasing.	Matt
Staffing Update	
Looking to increase our administration staff over the next few months. Will update when appointed.	
Team member and roles	
Handout provided showing 12 roles with title and summary of duties. Discussions included: New salaried GPs (2) in place. Paramedics Physician Associate Now short on rooms. Staffing list on website updated.	Allison
Estate Update	
Put in offer for land. Offer has been accepted Legalities being progressed. Update possibly at next meeting, subject to completion. Hoping to reduce carbon footprint. Solar panels. Cost reduction will help fund new facility.	Matt
DNA (Did Not Attend) Data and Costs	Matt
Handout provided: Chart showing data by categories and associated costs. Data covers period since October 2023. DNA (Wasted/unutilised) = Unused plus unattended. It included spare capacity and people missing appointments. Data to be reviewed and presented again next meeting.	
Communication Engagement Update	Matt
Hampton Gazette are happy to join practice in sharing information on the Parish council website. No action with local Cub Scouts yet; waiting for an appropriate opportunity.	

Any Other Business	All
<p>Several discussions broadly summarised below:</p> <p>1 Parish Council is accredited, for armed forces representation. Is practice “veterans aware?” Yes they already are. There is a plan to do more engagement and increase awareness.</p> <p>2 uniforms – staff now have uniforms and name badges.</p> <p>3 Is the PPG adding value? It was agreed it does. 3-monthly confirmed as meeting frequency.</p> <p>4 Metrics for app/digital use? Only about 4000 users so far.</p> <p>5 Can patients see a GP? Majority of appointments are not face-to-face, they are carried out over telephone. Face-to-face are still possible, but only after triage.</p>	
<p>Points for Next Meeting: Thursday 18th April 2024</p>	
<ol style="list-style-type: none"> 1. Telephone Data and any improvements (new system just gone live: demo) 2. Communication engagement Update, from parties discuss. 3. DNA data and costs 4. Estate work 5. How can PPG raise money? 	