

**PCS Practice North Darnall**  
**Minutes of the Patient Participation Group Meeting**

held on  
Tuesday 17<sup>th</sup> October 2023 10.00 – 11:00  
Meeting Room – North Darnall

|                            |                 |
|----------------------------|-----------------|
| <b>Present:</b>            |                 |
| Michelle Town              | Support Manager |
| 1 patient member in person |                 |
|                            |                 |
|                            |                 |
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|           | ITEM  | Action |
|-----------|---|--------|
| <b>1.</b> | <b>Welcome and Apologies</b>  |        |
|           | Michelle welcomed the member.<br>Apologies<br>Kiz Haigh Head of Primary Care<br>3 patient members   |        |
| <b>2.</b> | <b>Previous Minutes and Actions</b>   |        |
|           | <p>Previous minutes were reviewed and agreed as a true and accurate record of the meeting.</p> <p>The following actions were discussed.</p> <p>MT has tried to make reception as private as possible, by moving the chairs as far away from reception desk as possible. Asking patients to step back at the desk for privacy, signage is in prominent places. Reception team are also following this.</p> <p>Feedback was passed to the pharmacy in the building by Michelle, regarding the good service they are providing. They said thank you and it is nice to be appreciated and get some positive comments.</p> <p>All actions were marked as complete.</p> <p>There were no matters arising.</p> |        |
| <b>3.</b> | <b>Staff Updates</b>  |        |
|           | <p>The practice Nurse is working one full day and one half day, soon to be 2 half days from November. We also have Lead Nurse Manager working all day on Mondays too.</p> <p>Our new HCA is settling in well and patients seem to like her. MT explained the LTC (long term condition) reviews which are done by the HCA which involves blood tests for the condition, height, weight, BP, smoking, diet and lifestyle</p>  |        |

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|    | <p>questions. After the review with the HCA, an appointment for follow up is completed by the Nurse.</p>  |  |
| 4. | <b>Practice Updates</b>   |  |
|    | <p>We have a new self-check in screen fitted in the waiting room and it is ready to be connected. Once up and running it will make checking in easier and quicker if there is a queue at the desk. Also helping to provide me privacy at the reception desk.</p> <p><b>Action: MT to get self-check screen connected.</b></p> <p><b>CQC Inspection Update</b><br/>MT gave update of the CQC inspection result which came back as good, which we at the practice are delighted with after putting a lot of hard work in to achieve this.</p> <p><b>Anima Online Triage</b><br/>Anima is the new way for patients to book appointments which is due to start in December. A patient communication document was shared for patients to provide their view. It will be uploaded onto the website and paper copies will be available in the practice.</p> <p><b>Initial Feedback</b></p> <ul style="list-style-type: none"> <li>• Not happy having to go through a system involving questions.</li> <li>• Won't work for the patients who don't have fancy phones, internet, computers etc.</li> <li>• It's not designed for elderly patients who may struggle with online.</li> </ul> <p>MT said that patients can still ring the surgery as they do now, this will not change. Anima is in addition to what we have, giving more options.</p> <p><i>Post Meeting Note</i><br/><i>Anima information and a pre-launch survey was uploaded onto the practice website on 27<sup>th</sup> October 2023 for patients to provide their views.</i></p> |  |
| 5. | <b>Items raised by Patients</b>   |  |
|    | <p>A patient asked if there was a GP on site as the waiting room seems very quiet. He wondered if it was telephone calls only.<br/>MT explained that we offer a full service and have done for quite some time since returning to normal practice after Covid. There are GPs here every day whilst the practice is open.</p> <p>A patient asked if we were moving across to Darnall Primary Care Centre? MT assured the patient that we are not moving as we have new ventures coming into</p>  |  |

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|           | <p>North Darnall, Anima for example.</p> <p>Our patient was very happy with the service otherwise.</p>  |  |
| <b>6.</b> | <b>Did Not Attend (DNA)</b>   |  |
|           | <p>From the last meeting on 26/07/2023 to yesterday 17/10/2023 the DNA figures were: -</p> <p>370 appointments were missed wasting 7298 minutes which is 121 hours in total.</p> <p>A patient said they disagree with the DNA policy and we should be taking action after the first DNA.</p> <p>MT explained that when an appointment is booked, we always send a confirmation message of the time and date of the appointment.</p> |  |
| <b>7.</b> | <b>A.O.B</b>  |  |
|           | No items were raised.   |  |
| <b>8.</b> | <b>Date of Next Meeting</b>   |  |
|           | <p>6<sup>th</sup> February 2024 10am - 11am at the practice. If you would like to add any agenda items, please contact Michelle.</p>  |  |