Northgate Participation Practice Group

Minutes of the meeting held on Wednesday 18th December 2024

Attendees:

**Louise Platt (Chair),**

**Val Davis (Vice Chair)**

**Amy Jose (Practice Manager)**

**Janet Jukes (Note taker),**

**Ball Bassi,**

**Mary Burns,**

**Roger Corbett,**

**Mary Evans,**

**Ela Hardisty,**

**Ann Harrison,**

**Julia Greenhough,**

**Lynne Ingram,**

**Angela Luik,**

**Danny Newey**

**Jacqui Taylor,**

**Georgina Newey** (guest)

Apologies:

**Dorothy Barrell, Sylvia Bailey**

LP **welcomed all and was pleased to see so many members present. The surgery has kindly provided the food today in appreciation and thanks for our efforts during the year and to celebrate Christmas**

Agenda:

**Minutes of last meeting were discussed and accepted as an accurate record**

AJ … Practice Update … **One of the Practice Secretaries is leaving this beginning of January. An advert is currently out for her replacement. Our long serving medical summariser finishes the end of the month and plans are in place for her replacement.**

**LP asked about the increasing number of DNA’s and queried how the DNA’s were calculated.**

**AJ told us that anyone who didn’t arrive within 10 minutes of their appointment time were recorded as DNA’s. LP enquired as to what happen to patients who were just late, but did actually turn up. She told us that they are classed as DNA’s but a member of the reception team ask the clinician if still able to see them or not. LP asked if there was any way to calculate the ‘latecomers’ to separate them from being classed as DNA’s.**

**Letters are sent to patients who miss three appointments and in some circumstances are**

**asked why they miss their appointments. Letters are not sent to certain patients - those who are vulnerable, dementia patients, etc.**

**Members were asked to consider how we could help reduce these DNA figures.**

Action All

New Survey of Patients 2025

**The surgery is due to conduct another survey of our patients. AJ gave all members a copy of the 2024 survey to peruse. She has asked that we read the document and give our opinion re any changes at our next meeting.**  Action ALL

AJ **has also been asked if the group could have lanyards for 2025 events. Although we have had them in the past, some have gone missing/lost.**  Action AJ

Awareness Days - Suggestions for further events

JG **has emailed her interest in upcoming Cancer events to LP,**

**World Cancer Day Feb - Bowel Cancer April, Brest Cancer October. She is willing to organise an event.**

**LP asked if it would be possible to invite “specialists” from the organisations to come along to answer questions, and help with forthcoming events. It was agreed that it would be invaluable if representatives could attend our events, and invitations should be extended to them.**

LI and EH **said the Lymphoma event went very well. LI commented that**

**various patients were notified by the surgery that the event was happening and they had**

**quite a few Lymphoma patients attend and passing patients were interested in the event.**

DN**… said the Prostate Cancer Event went well, also that he had books, leaflets etc., on display for passing patients. A member from Aldridge Wellbeing Centre attended to promote**

**the Prostate Cancer meetings which are held there, and an appearance by a member of the Man Shed in Aldridge was welcomed.**

Addendum**: With regards to future events for 2025, members were asked to**

**give details to LP (Chair) if they wished to hold one. Would anyone wishing**

**to do so let her know well in advance so we do not have events clashing.**

**Suggestions to be approved in the first instance by group.**

VD **suggested that we meet informally for a chat to get to know each a bit better as at meetings we do not have the time to do this. The group were in agreement - at the next meeting** VD **will suggest dates and times.**  Action VD

Please do not forget to read Survey and bring your opinions to the next meeting.

Today was a short meeting which was followed with our Christmas Party. We were given a buffet provided by the Practice and we all chatted to each other and had a good time. Our thanks to Amy for organising the delicious food for us.

See you all in the New Year.

Date of Next meeting **….** Wednesday 15thJanuary 2025 @ 5.00pm.

Please send apologies to Chair if you cannot attend