**Northgate Patient Practice Group**

**Minutes of Meeting held on Wednesday 22nd May 2024**

**Attendees**

Louise Platt **Chair**

Amy Jose **Acting Vice Chair (Practice Manager)**

Janet Jukes **Note taker**

Dorothy Barrell, Bal Bassi, Mary Burns, Val Davies, Mary Evans,

Julia Greenhough, Ann Harrison, Lynne Ingram,

**Apologies**

Sylvia Bailey, Roger Corbett, Ela Hardisty, Danny Newey, Jacqui Taylor.

**Welcome**

LP welcomed all members and the minutes of the last meeting were discussed and approved. LP thanked all members who helped with the Covid Vaccine clinics. She asked whether members had tried using the NHS App, after seeing the presentation at our previous meeting, it is a useful tool.

**Practice Update AJ**

No staffing updates.

The new digital telephone system is making progress, Adam is meeting with providers to finalise. AJ will report again at our next meeting.

DNA’s. This is a recurring item and one which members are particularly interested in as it costs the practice and the NHS millions of pounds in wasted time. Amy said that she will arrange for a member of her admin team to take on the challenge of sending out letters to ‘offenders’.

2 missed appointments in 4 months will get a letter. If patients repeatedly miss appointments they will get their registration reviewed with the management team.

There are approximately 8 missed appointments per day at our practice.

**Current Projects**

We discussed how important Mental Health issues are and agreed to find out about providers in our area to promote them. Members were asked to make contact with them to get leaflets /information. It was agreed that perhaps the practice could hold some kind of event whereby we could invite some organisations to have a table in the foyer to promote what is available in the Walsall area.

The Social Prescribers are holding a Mental Health afternoon on 17th June, but no information is available in the surgery. LP to investigate.

LP informed the group that Holly Mills from Sight loss for the Blind in Walsall, is coming to the surgery on 6th June to promote their services. She had approached our Practices ( Northgate- Portland Road). We will have a table for her by the entrance and will work together to support her. Relevant patients will be targeted via text messaging.

LP also mentioned that Jacob Blunt (Social Subscriber) had sent her information about the new JoyApp (that the PCN work in collaboration with) to help them to more practically provide support to patients in their Non- Clinical Health Care Professional roles within the 5 practices in our group.

They have suggested that we invite Jo Hopper (Senior Customer Success Manager) could look at the JoyApp to help support in relation to building collaborative tools to involve patients more in the support they receive from social prescribers and other health professionals. The are looking at getting the patient voice into the design & development stage.  **LP to explore**

**AOB**

An advertising campaign for Prostate Cancer is on the TV in the surgery at the moment and men are asked to have a test (45 and over group). We have relevant booklets in the waiting room.

Any other suggestions re who to invite to have a stand at the surgery will be explored.

**Date of next meeting**

**Wednesday 17th July at 5pm.**