Patient Participation Group (PPG) 13.3.25

**Apologies**

JM

AH

LN

**Thank you**

Thank you to the ladies that helped at our women’s event in February, we had great feedback about the event we will be holding more in the future

**Current List size**

We are at 8010 patients registered with us – this is good news we are slowly growing and currently meeting demand.

**Staff Changes**

Natalie has now started her maternity leave Ashley Mulangu practice Nurse and Kate Lever Nurse Associate have joined us to help Jan and the nursing team until Natalie returns.

**Did not Attend (DNAs)**

We had 125 DNA’s in January and 117 for February

We have changed the timing of the reminder text, it now goes out 1 week before and 2 days before the appointment this has changed, it was previously 1 day before giving the patient more time to rearrange if necessary.

PPG suggested - Can we look at if this is the same people or if there is a trend with the appointment reason?

**Patchs**

Demonstration of Patchs to show features and benefits for patients, especially those struggling with the NHS App as registering process is easier.

**QR Codes**

As discussed last month these are now up in reception for leaving us an NHS review, registering with us and for our website for people to fully understand the services available to us.

PPG asked – Is there a way we can see how many times the codes have been used?

Action – Look into this for next meeting

**NHS App usage**

We have 4056 patients registered to use the NHS app, in February we had 9219 patients log onto the app and 858 medication orders through the app.

**Dates for your diaries**

A few people have mentioned Wednesday at 4pm is difficult for the meetings, we will hold the meetings bimonthly and will come out to you with some date and time options and go with the majority.

**Covid**

Covid invites have now been sent Jackie Gunn is coming back to do the vaccinations for us. Appointments are available to book from 2nd April

**AOB**