

Castleton Health Centre Patient Participation Meeting

Saturday 14 September 2024



Minutes

Present	Names: Jane Gaunt (JG) - Practice Business Manager PPG Members
Welcome and Apologies	All were welcomed to the meeting and introductions made.
Agenda	<p><u>Minutes of Meetings</u> These will be uploaded on the practices' web site (www.castletonhealthcentre.co.uk) JG will then send a text out to notify everyone. The aim is to get the minutes on the web site within two weeks.</p> <p><u>Vaccines</u> The practice is now entering an extremely busy time with the flu, nasal flu for children, covid and the new RSV vaccines.</p> <p><u>Vaccine Appointments – Self Booking</u> JG asked the group if they would be willing to trial the self-booking function for the vaccine appointments. Everyone kindly agreed.</p> <p><u>Events In Practice</u> Tuesday 22 October 2024 – promoting smoking cessation Saturday 26 October 2024 – Women's Health Event</p> <p><u>New Telephone System</u> The new telephone system is due to go live on Wednesday, 25 September 2024. The new system will have various functionality including call back.</p> <p><u>Training Days</u> The group asked if it was necessary to close the practice for half a day each month for staff training.</p> <p>JG explained that there are various mandatory training modules that staff have to complete such as IPC (Infection Prevention and Control), Basic Life Support. There will also be some "Red Flag" training happening in the next 6 months for the non-clinical members of staff.</p> <p><u>Friends and Family Feedback</u> Patients attending for an appointment are sent a text asking them to rate the service they received at the practice.</p> <p>To gain further insight into the feedback, JG asked if the group would like to discuss the feedback at the next meeting. This was agreed.</p>

Did Not Attend (DNA) Numbers

The number of patients failing to attend their appointment in August 2024 was 123 which is an improvement on previous months.

Patient Newsletter

Every year during the flu clinic, the team hand out a small newsletter which acts as a data collection sheet where patients can let us know their contact details, smoking status (and be offered smoking cessation.)

The content of the newsletter was discussed and will include information about book donations for Springhill Hospice, promotion and QR code for the NHS app, information about the Patient Participation Group and an update on the Bowel Screening programme.

Next Meeting Date

Saturday 7 December 2024 – 9.30am – 11am at Castleton Health Centre.