

Castleton Health Centre Patient Participation Meeting

Saturday 7 December 2024



Minutes

Present	Names: Jane Gaunt (JG) - Practice Business Manager PPG Members
Welcome and Apologies	All were welcomed to the meeting and introductions made. It was agreed that 2024 has been a very quick year with lots happening within the practice.
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 members of the PPG. The aim is to get the minutes on the web site within two weeks.</p> <p><u>GP Days of Work</u> The poster still needs to be created and put at the front reception desk.</p> <p><u>New Registrations</u> Historically, patients wishing to join the practice would have collected a paper pack to complete. This has now changed to online/via a QR code.</p> <p><u>NHS App</u> Lots of work is going on in practice to promote the app. The app allows patients to make appointments, order prescriptions. Future promotional events are being planned.</p> <p><u>Staff Training Days</u> There has always been the question of what topics/training the practice does when we close for the half day each month. JG informed the group that December 2024 was basic life support training and January 2025 will be red flag awareness.</p> <p><u>Bart, Advanced Clinical Practitioner</u> Bart will be joining the practice in the new year and will be working 5 days a week.</p> <p><u>Compliment</u> A member of the team mentioned that in the last 12 months the reception team has improved.</p>

Friends and Family Feedback

Patients attending for an appointment are sent a text asking them to rate the service they received at the practice.

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.

Did Not Attend (DNA) Numbers

The number of patients failing to attend their appointment in November 2024 169.

Next Meeting Date

March 2025 – date tbc.