

Drs Broom, Ward & Maxwell-Jones

MINUTES - PATIENT PARTICIPATION GROUP

Monday 17th July 2017

Attended by: David Brace, Sheila Allen, Viv Jury, Jon Chamberlin, Nigel Walker,
Rachel Taft (Minutes)

Informal pre-meeting 5 – 6 pm

Formal meeting 6 – 7pm

1. Apologies – Arthur Williams, Barbara Williams, Andrew Brown-Jackson, Carrie Osborne, Kay Orme, Sue Ffoulkes
2. Minutes of the previous meeting (15th May 2017)
3. Matters arising
 - a. Discussion on future of St Oswalds ‘developments’ mentioned in CCG plan and what this could mean (no information known to The Surgery).
 - b. Discussion on Place developments and how much influence The Surgery has on what it does in the future.
 - c. Discussion on what influence the PPG can have when direction of travel is firmly set by NHSEngland/CCGs.
4. Surgery update
 - a. Discussion on DNAs – RT confirmed that the 4 practices within South Dales Place (The Surgery, Ashbourne Med Practice, Brailsford, Wirksworth). This will allow comparison of DNA rates locally with will indicate whether our DNA rate is severe/lower than our colleagues in the same area.

Also, the latest data (see below) shows an average of 6 hours per month for GP appointments. This does not actually equate to lost GP appointments as we are regularly putting in extra appointments to cope with demand. As a result, it might be interesting to look more at ‘lost’ appointments – the difference between the number of patients we expected to see and those we actually saw. RT will share the other practices’ data if received at the next meeting.

b. DNA age groups – data shows no particular difference between rate of DNA depending on age

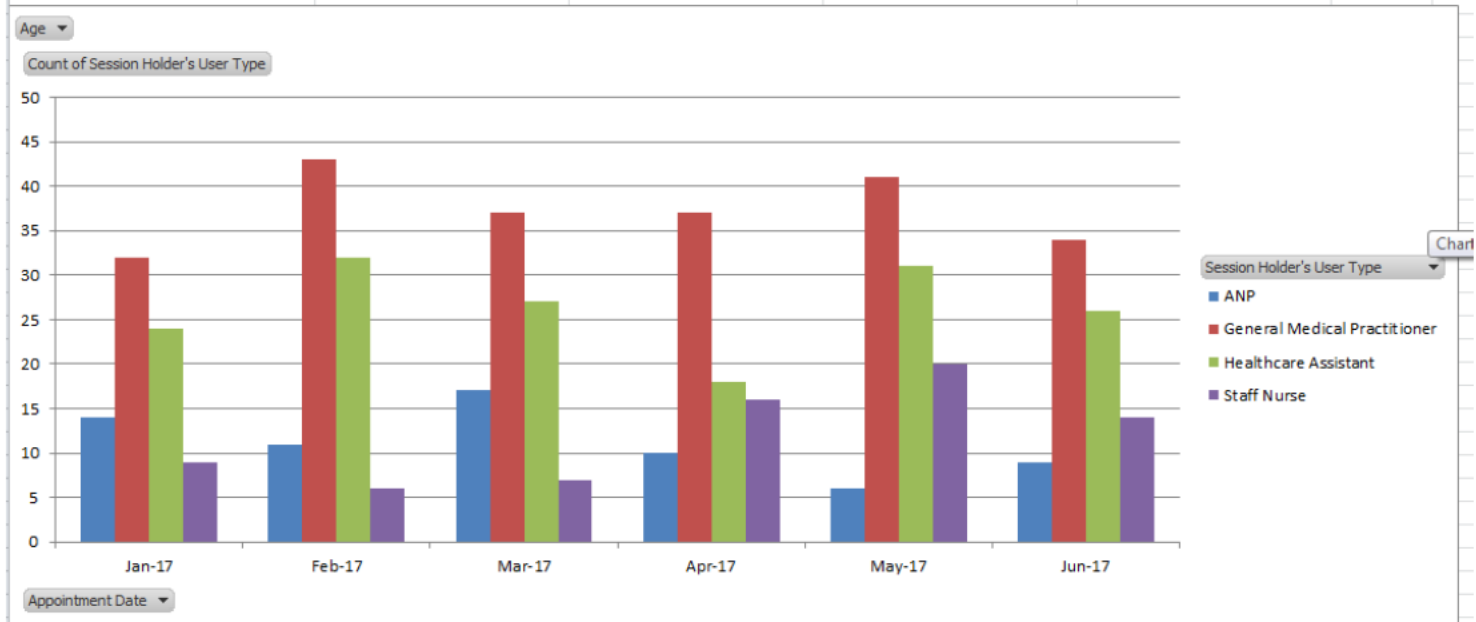
- 19-49 responsible for 38%
- 50-79 for 39%

c. Split another way:

- 13-29 = 22%
- 30-59 35%
- 60+ = 36%

Date of next meeting – Monday 18TH September 2017

Age		(All)					
ACTUAL NUMBER OF DNAs							
Count of Session Holder's User Type		Session Holder's User Type					
Appointment Date		ANP	General Medical Practitioner	Healthcare Assistant	Staff Nurse		Grand Total
Jan-17		14	32	24	9		79
Feb-17		11	43	32	6		92
Mar-17		17	37	27	7		88
Apr-17		10	37	18	16		81
May-17		6	41	31	20		98
Jun-17		9	34	26	14		83
Grand Total		67	224	158	72		521



HOURS	Community Practitioner	General Medical Practitioner	Healthcare Assistant	Staff Nurse		Grand Total
Jan-17	2.33	5.33	4.00	1.50		13.17
Feb-17	1.83	7.17	5.33	1.00		15.33
Mar-17	2.83	6.17	4.50	1.17		14.67
Apr-17	1.67	6.17	3.00	2.67		13.50
May-17	1.00	6.83	5.17	3.33		16.33
Jun-17	1.50	5.67	4.33	2.33		13.83
DNA rate		1%	2%	4%		3%