

**PCS Practice Buchanan Road**  
**Minutes of the Patient Participation Group Meeting**

held on  
**21<sup>st</sup> March 2023**

<b>Present:</b>	
<b>TL</b>	<b>Sue Fletcher (SF)</b>
<b>JK</b>	
<b>JB</b>	
<b>NE</b>	

	<b>ITEM</b>	<b>Action</b>
<b>1.</b>	<b>Welcome and Apologies</b>	
	SF welcomed the group, it was nice to see NE as not been for a while.	
<b>2.</b>	<b>Previous Minutes and Actions</b>	
	Previous minutes reviewed and approved.	
<b>3.</b>	<b>Staff Update</b>	
	<p>Staff leavers and returners were discussed. The question was asked if there were any additional appointments being added to the system? SF explained that the Doctors on maternity leave were returning and therefore staffing wise, would be to full complement again soon.</p> <p><i>Post Meeting Note</i> <i>Throughout the maternity leave periods the correct number of appointments have been provided by existing staff working extra sessions and recruitment of additional roles such as Advanced Nurse Practitioners (ANPs).</i></p>	
<b>4.</b>	<b>Did not attend (DNA's)</b>	
	SF had run a list of DNAs during February and patients were shocked at how many there were (over 150 appointments missed). SF explained that if patients cancelled in advance, we would be able to give the appointments to someone else. JB suggested putting up a poster every week. SF liked the idea and explained we were discussing it in our Operations Meeting too and suggested a monthly update.	
<b>5.</b>		
	A patient advised of a time when ringing the practice and wanted to discuss the details relating to her son. The specifics were discussed and SF explained we are	

	very careful about who we share data with, if we receive authority from a patient in writing, we can add it to the patients record.	
<b>6.</b>		
	<p>JK shared a poster relating to the way people are treated and asked for it to be put up in reception. SF agreed to take to the Operations Meeting and if it was agreed would display in the reception area.</p> <p><b>Action: SF to take poster to Operations Meeting and display if agreed.</b></p>	SF
<b>7.</b>	<b>AOB</b>	
	Nothing to report	
<b>8.</b>	<b>Date of Next Meeting</b>	
	TBC	