

MINUTES OF PPG MEETING – 14 JANUARY 2025

Present:

Dr Otobo - GP Partner	Carol Gardner
Georgie Weir – Practice Manager	Jane Upward
Julian Luwaya – Advanced Nurse Practitioner	Margaret Quincey
Simon Peters – Chair	Sue Conley
Jeannette Cooney – Minutes	David Sibley

The Minutes of the meeting held 18 October 2024 were read and approved and a warm welcome extended to Julian Luwaya our new Advanced Nurse Practitioner.

Patient Numbers

Georgie provided a graph showing patient numbers over the last 10 years – with January showing a slight overall increase. Jane asked whether the proposed re-opening of the Red House in Ramsey would affect our numbers but despite plans to re-open this year there has been no communication from them to date.

DNAs

Unfortunately DNA numbers did not improve in 2024. This affected both nursing staff and GPs and Georgie was disappointed that our reminder system had not made any difference - in fact the numbers had increased. Sue wondered whether the persistent DNAs were often the same people, and if so, how this was resolved. Georgie confirmed that a warning letter is sent after each missed appointment and after 3 missed appointments, patients are asked to register elsewhere. This is dealt with on a case by case basis and if there are any vulnerabilities identified, the patient may be booked in with a GP to discuss the situation before they are removed e.g. memory issues.

Appointments

Simon raised concern that he had waited 4 weeks for a face-to-face GP appointment and that that he was then not subsequently contacted by the Practice to inform him of his results which were inconclusive and needed to

be retaken. Dr Otobo explained the system of checking bloods – which is not straightforward - but assured the group that any abnormal results would be followed up by the GPs. He added that the delay in getting an appointment was probably due to the time of year, November being an extremely busy month, plus the fact that Patients Services are currently understaffed. Julian reminded everyone that patients are usually advised to contact Reception for any test results. Simon also felt that the IT appointment system was not working well as he had tried to book online and found there were no GP appointments for 16 weeks. As these appointments are always booked as soon as they are released it was felt that perhaps a reminder to cancel any pre-booked appointment subsequently not needed would be helpful.

Heating System

Thankfully the new system is now operational with only a few finishing touches needed. Georgie reported that the Practice would shortly be having new windows installed which should add to retaining heat. The new internal windows will be transparent and outward windows frosted for privacy. Jane welcomed this as a new car park for Ramsey is scheduled to be built on the land behind RHC and privacy could be an issue.

Any Other Business

Georgie gave an update on the current staffing situation – a new nursing associate (who is also looking to train as a Practice nurse) has been appointed to replace Dawn who is retiring, and a specialist diabetes nurse has been appointed for 3 days a week. There is no COPD specialist at the moment but it is hoped to appoint someone in the future. Jane spoke about the activities available at the Dementia clinic – these include forming a choir, and a ‘Love to Move’ group (exercises for the less mobile). All agreed this sounded very positive and Simon suggested advertising on Facebook. Jeannette asked whether there had been any feedback on the Patient Pod and a discussion on taking BP readings standing up followed. Dr Otobo confirmed this was not a problem as long as patients were relaxed. Julian reported a recent audit by colleagues had found the Pod very time-saving for the nurses if patients use it before their appointment so text messages are now being sent out to this end the day before.

There being no other business the meeting ended at 1.50 pm and the next meeting fixed for 2 April 2025 at 1.00 pm.