SANDWICH MEDICAL PRACTICE

Patient Participation Group

**Notes of Meeting held on Wednesday, 24th April 2024**

**at Sandwich Medical Practice**

In attendance: Suzanne Myers (Practice Manager) SM

Francis de Souza (Chair) FdS

 Michael Edinberry ME

 John Bateson JB

 Natalie Baker NB

 Brenda O’Neill BN

 Jasmine Quittenden JQ

FdS welcomed everyone to the meeting and thanked everyone for attending.

**Apologies**

Apologies were received from Sharon Dunn, Robert Marshall and Alanda Tofte.

**Minutes of the previous meeting**

Minutes of the previous meeting were agreed as a true record.

**Practice updates**

1. SM told the meeting Dr Pryse is retiring at the end of August.

Practice nurse Gaye Spickett is retiring at the end of May, but will be keen to cover staff absences in the future.

1. From May, Dr Rakh will be at the practice for 15 months for GP training, being tutored by Dr Finlay.
2. Covid vaccinations are available for the over 75s from now until 30 June.
3. JQ gave a very interesting presentation analysing the reasons for 111 pre-booked GP appointments at Sandwich Medical Practice over the 3 days Tuesday 5 March to Thursday 7 March inclusive. Her slides are attached to these minutes.

Her main finding was that of 22 consultations about ongoing issues, 43% were seen by the same doctor as previous consultations, 39% by a different doctor and 17% had already been dealt with so were not needed at all.

1. SM then talked about the metrics of the total appointments in March. Slide is attached to the minutes. Of 6,044 appointments, 201 patients (3.3%) did not attend. This is marginally better than the non-attendance rate across Kent & Medway in February, when 38,960 patients (4.2%) did not turn up.

The meeting discussed what action could be taken to try to reduce non-attendance. NB proposed, and SM agreed, that posters in the surgery and also on the website and Facebook, might help and are worth trying.

Enhancing the appointment text message reminders might also be helful.

**Any Other Business** NB asked that the excellent performance and help given by SMP reception staff be noted. Someone fell over outside Goodnestone primary school and sustained 2 skull fractures. In the confusion of trying to get help, SMP reception staff were very helpful and very professional.

**Date of next meeting**

Wednesday, 17 July at 4pm.

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