



## **Minutes of Meeting**

**Date:** 09/12/2025

**Attendees:** Claire (Deputy Practice Manager), Jackie (Chair), Will, Bev, Margaret, Alan, Sylvia (new member)

**Apologies:** Rachel, Freddie

### **1. Apologies**

Rachel has given apologies. To explore virtual meeting attendance options for future participation.

Freddie is no longer able to commit to the PPG so has provided his notice.

### **2. Minutes from Previous Meeting**

Minutes from last meeting reviewed and accepted.

No matters arising.

### **3. New Members**

Interest from three patients following proactive recruitment at flu clinics.

Sylvia attended meeting - enthusiastic about joining with good ideas.

One patient contacted but not engaged.

One patient interested but wants to resolve health issues first before committing.

### **4. Newsletter Update**

December newsletter draft circulated for review.

PPG section included as requested by Alan. Suggested adding in recruitment notice for new members. Will suggested banner on front page and then to refer to where it is in newsletter.

Newsletter distributed via text to consenting patients, website, and laminated copies in waiting area.

Alan suggested including change to childhood imms to newsletter

Technical issue identified - some patients not receiving texts despite being on consented list.

### **5. Practice Update**

#### **DNA Rates (June-November):**

- Blood tests: 6.4%
- COPD reviews: 20% (highest rate)
- Spirometry: 15% (13 hours nursing time lost)
- Routine face-to-face GP appointments: 5.9%
- Telephone consultations: 0% (doctors conduct calling)
- Baby immunisations: 10%
- Postnatal checks: 12.4%
- Coil/implant fittings: 8%
- Diabetic reviews: 7%
- ECGs: 10%
- Smears: 12%

**Pre-appointment Calling System:** Implemented this week for appointments  $\geq 30$  minutes to



reduce DNAs.

**Flu/COVID Clinics:** Completed successfully with good flu vaccine uptake. Significant DNAs noted (50 patients no-shows on Saturday clinics, 50 cancellations night before).

**COVID Vaccine Challenges:** Eligibility restrictions caused patient frustration and abuse towards staff. One incident required panic button activation and resulted in warning letter to patient. Considering discontinuing COVID vaccines next year due to abuse and small eligible cohort.

**PCN Update:** Eastleigh Health Primary Care Network ends 31/12/2025. Joining Romsey PCN from January. One redundancy from 13 staff, others found alternative roles, some continuing in new PCN. Services retained include home visiting paramedic, pharmacy technician, social prescriber, vulnerable families prescriber, health and wellbeing coach, pharmacist (maternity leave), Jan (musculoskeletal work) on a part time basis.

**EHC Development:** Additional room application made for January to accommodate returning doctors (one January, two October) and PCN team members.

#### **6. NHS App Testing Request**

Mark requires patient perspective on rapid health triage system via NHS app.

Alan volunteered for 10-15 minute testing session.

#### **7. PPG Research and Development**

Alan researched other PPG activities nationally.

National Association for Patient Participation identified (£80 annual membership).

Thornton practice (2025 NAPP award winner) example provided showing PPG training in atrial fibrillation and blood pressure.

Basic life support training offered to PPG members (February/March).

#### **8. Newsletter Recruitment Section**

Permanent recruitment section recommended for newsletter.

Emphasis on diverse representation needed for patient population.

#### **9. Suggestions and Feedback**

Patient feedback mechanisms discussed for improving services.

DNA impact communication suggested for future newsletter.

Practice funding explanation needed to counter media perceptions.

#### **10. Next Meeting**

**Date:** 10/03/2025

**Time:** 17:30