



PPG Meeting

24 May 2023

Those present from Townsend House: Claire, Holly

PPG: Norah Jagers, Joan Newland, Val Nightingale, Lorraine Collyer, Carole Butler, Linda Allison

Apologies: Roger Trapani, Janet Smith

1. Presentation from Emmeline Hunt, CPRD

- Emmeline attended via Teams and gave a brief presentation outlining the work of the CPRD and the way in which the organisation engages with practices. PPG members had a number of interesting questions to ask and Emmeline was able to give very helpful responses.
- Following the talk, we discussed the communication of Townsend's involvement with CPRD to patients and the fact that patients are able to opt out.

2. Review of the summer newsletter

- We identified some additional information to include on the newsletter:
 - o CPRD
 - o Pharmacy drug shortages
 - o Patient feedback
- It was also agreed that we would change the colour of the newsletter each quarter
- Claire thanked PPG members for their assistance with the newsletter distribution and we agreed that members would continue to circulate the newsletter as widely as possible.

3. Patient feedback

- Holly showed members the FFT cards received from patients over the last two months.
- Comments had been overwhelmingly positive including: helpful reception, pleasant doctor, efficient service, prompt referral of an urgent case.
- The only negative comment related to the smell; it wasn't clear whether this was due to the recent painting or the smell in Room 5 which we are calling a drain company to assess.
- We will continue to seek feedback in paper and digital form.

4. DNA

- This is a significant issue for all GP practices in 2023. In April at Townsend and Beer, 72 patients failed to attend appointments.
- We follow up on DNAs to ensure patient clinical safety and safeguarding and to work with those who serially fail to attend.

5. Date and time of the next meeting; Wednesday 12th September 6.30pm