**Minutes 29/04/2025**

Present – AH EOC KD JT MK AK CG NJ

Apologies – JM RB

* **Introductions**

Chairperson & Secretary needed

Only one person is interested in becoming chairperson for the PPG and that was JT so he will be the Chairperson for DMP PPG, no one within today's group wanted to take the responsibility of secretary, but they will think about it over the next few weeks and hopefully decide.

EOC introduced herself to the group and talked briefly about her hospital background and that she is the new complaints manager (among other things).

* **Telephone System**

The new telephone system was discussed, and mainly positive thoughts regarding this apart, from being offered a call back when only two in the queue. AH advised that she had investigated this and wasn’t able to increase the numbers/times of the callback system.

* **Information Screen**

AH advised that she has updated the screen in the waiting area with all the updated information, so would appreciate the next time the PPG are in the surgery to take notice and advise if there is anything else need adding or amending.

* **System Connect – New Triage System**

JT advised that he had heard through various sources that there was a positive vibe and people were finding it very easy and quicker to use. NJ advised that she has got used the anima (enema) and found the change difficult at first and has used the new triage system but never got a response. - This was discussed after the meeting on a confidential basis with the patient - KD

* **Questionnaires** – thank you for the help received from PPG

Everyone was thanked for their help in completing the questionnaires, as this was extremely useful, when the templates were being sorted and this helped with the timing of completing the forms & the choice of appointment times.

* **Appointment choice**

We discussed the more appointment choices rather than just urgent for the day, and AK, advised that he had been triaged and he did not get an appointment for over 1 week and advised this was too long to wait, but had been given an xray appointment, but now had to wait for the results as unable to get an appointment sooner – his was discussed after the meeting on a confidential basis with the patient - EOC

* **Nhs app**

We advised that we are encouraging patient to have the NHS app, so they can assess their medical records more easily. CG advised that because herself and her husband shared email addresses, she was finding it impossible even though she had sent in a proxy access form. - This is being investigated and will be chased up and discussed with the patient on a confidential basis. - AH.

* **website**

AH has asked the PPG members if they are able to look at our website, as we will be updating this and searching for a new provider to see if there is anything different available. JT advised that the schools are one of the best people to approach as you have students that want to go into web design, and they are free and willing and able to see things with fresh eyes.

* **Drop in sessions**

The drop-in sessions went extremely well, and a lot of patients came in to be shown how the new triage system will work and there was a lot of positive feedback for this.

* **Newsletter**

AH advised that she has just finished the newsletter and this will be sent to the PPG members for them to advise if they feel like there is anything else needing adding or even changing.

* **Survey – AH/JT Survey monkey**

JT suggested to do a survey in 3 months' time to get feedback of the new triage system, which AH will investigate.

* **Anima**

Another thanks to the PPG for pointing out items that still needed changing on the website/phone system regarding anima.

* **Abbey House PPG**

The PPG was advised that Abbey House had emailed us regarding joining forces with them to support Abbey House with the ICB Day Access Hub for Daventry.

AH briefly advised what the Day Access Hub would mean, KD advised that this needed to be deferred as we are unsure whether they are against or for this, and we are awaiting a response from them as our PM JG has emailed Abbey House.

* **NHS Volunteer Card – RB**

This was brought up in an email by RB and we have investigated this and nothing has been found, we even investigated the Blue light card, but you are only able to have this if you are an NHS worker with an NHS email address.

* **Rugby St Cross – JT**

JT talked to everyone about the exciting things that are happening at Rugby St Cross Hospital they are opening new surgery areas for the use of robotic equipment, where a hysterectomy can be done and you are in hospital only for a few days and can return to work within a couple of weeks as well as plastic surgery unit, but did advises that they get slated a lot due to the fact they do not have an Accident & Emergency department or maternity facility but we need to get this information out there for the public/patients/clinical staff. AH asked if her has a leaflet regarding all the changes, JT advised that he would be having another meeting with them and would advise us further.

* **Parking at DMP**

AK advised that the parking at DMP is now appalling, all the top care park is always full, and do not understand why there is disabled parking at the bottom of the car park. A few ideas were put out, maybe they could put a time restriction of the top car park of two hours & change those disabled bays to normal parking bays and put more for the top care park, advised we would speak to MS who goes to the resident meetings.