

**Valley Medical Centre**  
**MEETING TYPE : Patient Participation Group**  
**DATE : Wednesday 16<sup>th</sup> October 2024**  
**TIME : 1.30 PM**

Attendees	<b>Full Meeting:</b> 3 Practice staff, 6 patients	
Apologies	3 patients	
	<b>Agenda items for all: Practice Items</b> - Introduction and welcome, Veteran Friendly Practice accreditation, Staff Updates, Seasonal Vaccinations, GP Survey Results <b>Patient Items –</b> <b>AOB –</b>	
<b>Introduction</b> - Welcome to everyone – quick introduction of who everyone is		
<b>Point</b>	<b>Minutes</b>	<b>Action</b>
1.	The GP present introduced themselves.	
2.	Veteran Friendly Practice Accreditation <ul style="list-style-type: none"> <li>- Explanation that we are now registered as a Veteran Friendly Practice. We are aware of conditions that veterans are prone to and understand that there are conditions that they may be affected by.</li> <li>- We can code Military Veterans if they wish and there are some Veteran specific services that they can be referred to.</li> </ul>	
3.	Staff Updates – Dr Davenport retired at the end of September Dr Shattock joined us at the beginning of October, he will be here Tuesdays, Thursdays and Fridays. We have a new member of pharmacy team, he will be here Wednesdays, Thursdays and Fridays.	
4.	Seasonal Vaccinations <ul style="list-style-type: none"> <li>- We have started Flu and Covid clinics although they couldn't start until 3<sup>rd</sup> October. Care homes have been done.</li> <li>- Home visits are planned for the end of October.</li> <li>- RSV vaccines are still being offered to those over 75 and pregnant ladies (after 28 weeks) – there has been a good uptake so far.</li> <li>- Shingles and pneumonia vaccines are still being offered to those who are eligible.</li> </ul>	
5.	GP survey results have been published – this is a National Campaign where questionnaires are posted to random patients by an external company. Of the 250 sent out to our patients 112 were returned which is above average.	

**PATIENT ITEMS**

- Some questions were asked about the NHS APP

- NHS England send generic campaign messages about vaccines regardless of if you have had the vaccine or not – some people find this frustrating.
- Surgery appointments can be cancelled via the NHS APP – this could help prevent as many DNA's.
- Patients need to be encouraged to have their notifications switched on.
- The first line of communication is now via the NHS APP, SMS messages will be delivered through the APP and if not opened within 24 hours they will revert to SMS.
- Hospital correspondence is also available through the NHS APP.

Online Bookings – Nurse and HCA appointments are not generally available online due to the range of different appointments that are available. Where possible booking links are sent to patients when we contact them to book in.

**Diary Dates** - (date to be confirmed)