Patient Participation Meeting

Date / Time of meeting thursday 28th November 2019 at 13.00pm

# Attendees

Patient attendees: 13

Staff attendees: 3

Other attendees: 2 (Naye Subah) 1 (social prescriber) 2 (Pre-Reg Pharmacists)

# Agenda

## Report on actions from the last meeting

Looking at ways to improve patient attendance

Talk from Nave Subah promoting Dementia services

# Presentations /Demonstrations / Talks

* We talked to group about patient attendance. We discussed our current policy of trying to improve DNA’s which include text reminders with cancellation facility, Telephone line to cancel 24hrs a day and we send out DNA letters to those that don’t attend.
  + It was suggested that we could display the number of missed appts on our call board
  + PPG group could discuss issues of DNA’s with patients in surgery so the message can be spread
* Naye Subah attended the group, promoting their services for patients who suffer from dementia and what services are available for them and their carers. It was agreed we will make a display board with patient information so they know how to access the service.

# afternoon chit chat

Sandwiches and refreshments provided by Naye Subah

# Any actions arising?

Display board promoting info from talk today