

## 1. Welcome & Introductions (5 mins)

- Chair welcome
- Introductions around the table – Harri Reade (APM) Dr David Reade (GP Partner) Julie Barratt (PM).
- **What is a PPG?**
- A Patient Participation Group (PPG) is a group of volunteer patients, carers, and practice staff who meet regularly to discuss the practice's services, provide feedback, and help improve patient experience.
- **What a PPG can do:**
- Help the practice understand patient views and priorities.
- Suggest ideas for service improvement or health promotion.
- Support health awareness events or charity work.
- Act as a critical friend to the practice, providing constructive feedback.
- **What a PPG cannot do:**
- Handle personal complaints or medical issues for individual patients.
- Make decisions about medical care, staffing, or operational matters.
- Access confidential patient information.

## 2. Apologies (2 mins)

- Acknowledge any absences – Jeanette Dykins unable to attend due to staff sickness. Will be admin lead and organiser of any future PPG meetings

## 3. Practice Updates (10 mins)

- Staffing changes – Dr Bansal has retired now, Dr Reade sole GP partner. 3 new salaried GPs – Dr Nuunyango (3.5 days a week) and Dr Agomoh (3 days a week) (joined august 2023). Dr Rose joined January 2025 (.5 days a week).
- Also have ANP (2.5 days a week) and ACP (4 days a week starting May) – Susan Lewis and Sarah Theakston.
- New or upcoming services
  - Pharmacy First Service – Reducing the amount of urgent on the day appointments so we can offer more pre-bookable appointments. Current waiting less then 7 days for appts apart from Dr Reade.
  - PCN information – late appointments and Saturday appts available through enhanced access. Also, FCP service and mental health practitioner.

- Still offering minor surgery and joint injections.
- Premises/IT updates
  - Currently looking for new, larger premises as patient list now approaching 6,500 and struggling for capacity at the surgery. No definite plans to say at this time but we will be staying local.
  - Currently looking at setting up Heidi Health – Essentially all consultations will be recorded and using AI technology will have the transcript changed into consultation notes and then saved to patients record. Better for doctor and patient as more complete and accurate consultation notes. Will remain completely confidential and can only be accessed by surgery staff.

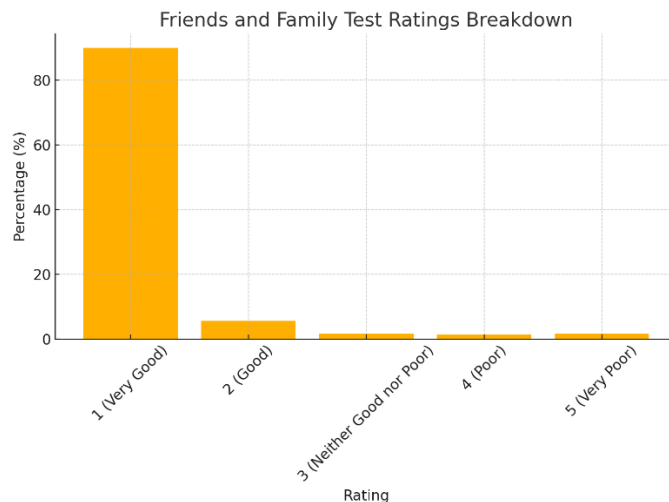
#### 4. Patient Feedback & Experience (10 mins)

- Review of recent feedback or complaints
  - Total number of complaints within past financial 12 months – 13 official complaints, 11 resolved, 2 outstanding.
  - **Example 1** – End of life review and changes made. Few complaints about not being able to see own GP and meant delayed continuity of care. Hall St now do all their own acute home visits that day as well as triaging. Also revamped EoL process to daffodil RCGP standards. The **Daffodil Standards** were developed by the **Royal College of General Practitioners (RCGP)** with **Marie Curie** to help GP practices improve the care they provide to people approaching the end of life.
  - They offer a set of voluntary, evidence-based guidelines covering 8 areas, aiming to ensure that people receive consistent, high-quality, compassionate care at the end of their lives.
  - **Key points:**
    - Practices use the standards to review and improve how they support patients nearing the end of life and their families.
    - It focuses on better communication, care planning, and emotional support.
    - It encourages practices to work closely with patients, carers, and local services to meet patients' wishes and needs.
  - **For patients and families, this means:**
    - Feeling listened to and respected.
    - Having more choice and control over their care.
    - Receiving coordinated support from the whole healthcare team.
  - **Example 2** – Complaint about not being able to book appointment through online processes. We have now appointments available 4 weeks in advance for all senior doctors. Unable to offer them for nurse so still need to be booked in the old way.
  - **Example 3** – A few examples of patients not happy with time limits, we have increased the time for each appointment to 15 minutes and reception staff have instructions to book double appointments for more than 1 issue.
  - **Example 4** – Website out of date – Not been updated since May 2024, what other info should be included.

- Need to add list of complaints and actions surgery had taken below

- **Friends and Family Test (FFT) – Overview for PPG**

The Friends and Family Test is a short survey that asks patients how likely they are to recommend our GP surgery to others based on their recent care or experience. It gives us regular, simple feedback about what we are doing well and where we could improve. The results are reviewed monthly and help guide service improvements. We share the feedback with staff and the PPG to support open discussion and positive change. 94% good or very good.



- **Positive Comments**
- *"I am very happy with the outcome."*
- *"Efficient and friendly."*
- *"Appt on time. Everything very clearly explained."*
- **Neutral Comments**
- *"The doctor listened carefully to everything I was worried about, was very pleasant and sorted out the appropriate treatment."*
- *"I can't give a review as the appointment was cancelled."*
- *"The doctor listened to my problem and explained everything."*
- **Negative Comments**
- *"Only allowed 10 min, first problem took longer — annoying."*
- *"If it's all the same, I can't give a succinct response. It would not justify my dissatisfaction. I will reserve my explanation for a later date after giving the situation some much further thought. Thank you."*

#### **5. Access & Appointments (10 mins)**

- Surgery provides both telephone and face to face. Reception staff can change based on what the patient requires. Can book through the NHS app but only for F2F appointments and not telephone appointments.
- We have NHS app, PATCHS, surgery website for pts to contact the surgery. Still able to contact us in the traditional ways of coming into surgery or telephoning.

#### **6. Community Engagement & Health Promotion (10 mins)**

- Local health events or awareness campaigns – Bowel cancer screening, Breast cancer screening, Smears, Covid Spring Boosters, RSV vaccine - The RSV vaccine helps protect against respiratory syncytial virus (RSV), a common virus that can make babies and older adults seriously ill. It's recommended during pregnancy and for adults aged 75 to 79.
- Charity/community partnerships – 7 staff members going on McMillon mighty hike this summer (Julie to provide link if pt needs to donate. If any patients have any charities, they would like to promote please let us know.

#### **7. Open Forum – Patient Suggestions & Questions (10 mins)**

- Open floor for patient reps to raise issues or suggestions.

#### **8. Next Steps & Date of Next Meeting (3 mins)**

- Summary of action points

- Confirm next meeting date and venue – Quarterly meeting. Jeanette will be in contact.