**PATIENT PARTICIPATION GROUP**

**Meeting Notes**

**Date:** Wednesday 15 January 2025

**Time:** 10:00am – 11:30am

**Venue:** PMs Office, West Common Lane Teaching Practice

**Attendees:** Michelle Lee (ML), Rita Jackson (RJ), Donna Regan (DR),

Andrea Taylor (AMT)

**Apologies:** Paul Grinell (PG)

1. **Meeting notes for the previous meeting on 11.7.24**

The minutes were agreed as a true record with no amendments.

1. **Chairs Update**

Unfortunately PG has sent his apologies so there was no update from the Chair. AMT updated in PGs absence that the PEN (Patient Engagement Meetings) were still being held virtually. A copy of the minutes from the meeting held on 6 November 24 had been requested but were not available at the time of the PPG Meeting. Copy has now been received.

 

It was highlighted that in PGs absence there was no Vice Chair and members were aware of comments made by PG in respect to stepping down as Chair if someone else wished to take up the position. ML has offered to take up the position of Chair or Vice Chair. For further discussion at the next meeting.

The members of the PPG felt that it was important for a GP Partner to attend the meetings where possible. AMT to organise where capacity allows.

The members would also like to understand fully the role of the receptionist and have suggested ‘A day in the life of ….’ type scenario where one of the team will attend the next meeting and give an overview of a typical day. AMT to arrange for JOS to attend.

1. **Practice Update**

COVID and Flu - AMT explained that uptake this season was worse than in previous years. The reasons being the patients can access both vaccines from alternative providers, such as pharmacists and sometimes this is more convenient that booking an appointment with your GP Practice. Currently, vaccine is not ordered centrally but this is something that is being considered by NHSE. Vaccine order for next year has been dramatically reduced. Unfortunately, the low uptake over the last few years has had a financial impact on the practice.

New members to the practice team include;

* Dr Terreros will be retiring from the practice at the end of June
* 2 Apprentice Receptionists – Ella & Scarlett
* Dr Nayan – F2 training doctor who will be with the practice until April
* Dr Green – will stay on at the practice after her training is completed as a Salaried GP

1. **Patient Survey**

The results of the recent patient survey were shared amongst the members.

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The areas of concern appear to be appointments, medication and reception staff attitude. The practice will review the comments and form an Action Plan, outcomes will be shared with the members. It was suggested that the practice have a ‘You Said We Did’ board in reception to highlight any changes made.

An example of where improvements in the appointment process could be considered was shared with the group by DR. The comments raised today will all be taken into consideration.

**Next Meeting**

Wednesday 2 April, 10am Practice Managers Office, WCL

**Actions from the Meeting**

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| --- | --- | --- | --- | --- |
| **No** | **Action** | **By Whom** | **By When** | **Completed** |
| 1 | Discuss Chair/Vice Chair – add to next agenda | AMT | 2.4.25 | Yes |
| 2 | Arrange for JOS – Reception Team Leader to attend the next meeting | AMT | 2.4.25 | Yes |
| 3 | Action Plan following Patient Questionnaire – Arrange Accelerate Session to review comments/processes | AMT/JOS/LT | 2.4.25 | Yes |