

## **Patient Participation Group Meeting – 6<sup>th</sup> December 2024**

### **Attendees**

Ali  
Sharon Wilson (reception)  
Emru Yukselir (reception)  
Sarah Mace  
Cheryl Nelson  
Sharon Williamson  
Melanie Cartwell  
Uzo Chukwunonye (management)

### **Meeting Purpose**

To discuss patient feedback, practice updates, and plan future Patient Participation Group (PPG) activities.

### **Key Takeaways**

- PPG leadership roles established: Sarah as interim chair for Q1 2024, Sharon as future chair, Melanie as secretary
- Patients expressed concerns about appointment access, continuity of care, and communication challenges
- Practice highlighted recent improvements: expanded clinical capacity, website revamp, new appointment system
- Agreement to co-create clearer patient communication materials about practice services and expectations

### **Topics**

#### **PPG Structure and Leadership**

- Sarah volunteered as interim chair for Q1 2024 (January-March)
- Sharon to take over as chair after Q1, with Sarah's support
- Melanie confirmed as secretary
- Group agreed to reassess roles after the initial quarter

#### **Patient Feedback on Appointment System**

- Concerns raised about difficulty booking same-day appointments and seeing preferred GP
- Some patients feel personal connection with doctors has diminished
- Issues with referral follow-ups and long wait times reported
- Suggestion for dedicated phone line or time slot for elderly/vulnerable patients

#### **Practice Updates and Improvements**

- Second floor refurbished, adding 7 new clinical rooms
- Website revamped to be more mobile-friendly
- Four new Non-Medical Prescribing Practitioners (NMPPs) added to increase capacity
- Plans to improve signage and replace reception area TV screens

## Communication Challenges

- Patients expressed confusion about how to access different services (e.g., repeat prescriptions for controlled drugs)
- Suggestion to create co-designed, clear documentation of practice services and patient expectations
- Discussion about improving in-practice communication (e.g., reception area information displays)

## Accessibility Concerns

- Difficulties for patients who can't use online services or don't speak English as a first language
- Suggestion for ticketing system at reception to allow patients to sit while waiting
- Plans to pilot a reception host to assist with queue management and self-check-in

Key questions that were asked during the meeting	Key responses provided during the meeting
A patient asked if there is a documented set of standards or expectations that the practice is aiming to deliver on, so patients can hold them accountable.	UC referenced a page on the practice website that outlines the new appointment system and what patients can expect. However, the group felt this could be improved and made more accessible.
A patient asked if there is a way for patients to indicate they want to see their regular GP, even if it means a longer wait time.	The practice manager acknowledged this is an ongoing challenge. They said there is flexibility built in, but the group felt more clarity was needed on appropriate wait times to see a regular GP.
Ali asked if there is a way to avoid having to stand in line at reception, such as a ticketing or queuing system.	Sharon/Emru said they are piloting having a "host" at reception to help guide patients, as well as making the self-check-in kiosks more prominent. They said a ticketing system is an interesting idea.
A patient asked if there are images or information available about the different practitioners at the practice, so patients know who they are seeing.	UC said they currently only have icons/images, not detailed profiles, of the different practitioners on the website. They acknowledged this could be improved.

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## **Suggestions for Improvement**

- Patients suggested having a dedicated phone line or system for more vulnerable/elderly patients who may struggle with the online/triage process.
- The group discussed ways to improve communication with patients about the appointment system and what to expect.
- Ideas were raised about having a "host" at reception to help guide patients, and potentially a ticketing/queuing system.

## **Next Steps**

- Practice to prepare summary of meeting and circulate to attendees
- Sarah and Sharon to meet for chair role handover discussion
- Practice to consider implementing ticketing system at reception
- Explore options for improving access to upper floors for patients with mobility issues
- Co-create clear documentation of practice services and patient expectations
- Next meeting scheduled for 21st February 2024 at 12:30

## **Action Items**

- Sarah to chair next PPG meeting (Jan-Mar quarter), collaborate with Sharon on leadership transition
- Create co-authored document with PPG on practice standards, patient expectations for appointment system.
- Update website - move 'Modern General Practice Model' info from 'Online Consultation' to 'Accessing Services'.
- Shorten initial phone message to 40 seconds, explain new appointment system.
- Improve signage on 2nd floor to prevent patient confusion in new clinical rooms
- Invest in new reception TV screens for displaying patient information
- Implement host at reception front to assist with queuing, self-check-in, iPad form completion.
- Change lift access - allow ground floor operation without receptionist intervention, maintain door lock.
- Prepare and circulate meeting notes, schedule handover call with Sarah before next meeting