

PPG – 21 February 2025

Meeting Purpose

To discuss patient engagement, practice improvements, and address concerns raised by Patient Participation Group (PPG) members.

Attendees

Sarah Mace (Chair)
Sharon Williamson
Matthew Addai
Ruma Khanom
Kathleen Kelliher
TBC
Emru Yukselir (reception manager)
Mark Suen (GP Partner)
Uzo Chukwunonye (Deputy PM)

Key Takeaways

- Low PPG meeting attendance highlights need for improved communication and engagement strategies
- Practice to implement suggestion box and enhance feedback mechanisms beyond formal complaints
- Planned improvements include relocating self-check-in screens, upgrading TV monitors, and promoting self-service iPad
- Next meeting scheduled for 25TH April to discuss repeat prescriptions and medication-related issues

Topics

PPG Engagement and Communication

- Low meeting attendance (only 2 out of 150 mailing list members)
- Suggestions to improve engagement:
 - o Add notice board before reception entrance
 - o Implement low-tech suggestion box with feedback cards
 - o Review communication methods (email, post, in-practice notices)
 - o Consider reducing mailing list to more engaged members

Appointment System and Patient Feedback

- Practice developed 5-page guide explaining appointment system

- Concerns raised about:
 - o Difficulty accessing appointments
 - o Triage process and privacy issues
 - o Communication gaps in appointment follow-up
- Recent changes:
 - o New telephone system implemented
 - o Waiting times for phone calls reduced significantly

Practice Improvements and Plans

- Second floor refurbishment:
 - o 1 new clinical room to be added
- Ground floor changes:
 - o Improved wayfinding signage
 - o Self-check-in screens to be relocated centrally
 - o Promoting self-service iPad for appointment requests
- Patient self-monitoring room to be better promoted and potentially redesigned
- TV monitors to be upgraded for more engaging content
- Considering additional CCTV for staff and patient safety

Feedback and Complaints Handling

- Discussion on differentiating between feedback and formal complaints
- Suggestion to improve informal feedback collection and processing
- Multiple feedback channels discussed:
 - o Friends and Family test (90%+ positive ratings)
 - o Google reviews (4.1/5 stars average)
 - o Care Opinion service

GP Survey Results

- Practice generally in line with local and national averages
- Areas for improvement:
 - o Telephone access (51% satisfaction)
 - o Clarity on next steps after triage

Next Steps

- Print appt guide copies for in-room participants. Share Word doc version for electronic review. Attach & explain appt system flowchart.
- Review/update complaint form on website
- Follow up w/ Kathy re: new phone recording msg

- Implement suggestion box with feedback cards in reception
- Add PPG meeting notice board before reception entrance
- Review and potentially redesign patient self-monitoring room
- Upgrade TV monitors and develop more engaging content
- Prepare discussion on repeat prescriptions and medication issues for next meeting
- Schedule next PPG meeting for April 25th