

Minutes of the Patient Participation Meeting Held on 10.06.2024

Present:

Mr Martin Layton	Patient representative (Chair) (ML)
Mrs Marilyn Maguire	Patient representative (MM)
Mr Francis Graham Dixon	Patient representative (FGD)
Mrs Natalie Blackburn	Practice Manager (NB)
Ridhima Pareek	Operations Manager (RP)

1.0 Apologies for Absence

Mrs Veronica Afrin	Patient representative (VA)
Mrs Ginny Leonard	Patient representative (GL)

2.0 Welcome and Introductions

The group warmly welcomed our new PPG member, and introductions were made all round. Members also had the opportunity to meet our new Practice Manager for the first time. Apologies were extended for the lack of PPG meetings over the past few months, and a brief explanation was given regarding the circumstances behind this.

3.0 Practice Update

A staffing update was provided, during which a comprehensive list of all clinical and non-clinical team members was shared, along with an explanation of their respective roles.

4.0 Patient Feedback

The PPG reviewed patient feedback results from Friends and Family test for the month of April and May. Comments from the feedback forms were also read out. The PPG expressed satisfaction with the overall feedback.

5.0 Any other Business

- The font size of the PPG posters and the positioning of the noticeboard were discussed. It was agreed that the current font size is not suitable, and that the noticeboard would be better placed near the television in the waiting area, where it can be more easily seen and read by patients. An idea was also put forward to display a list of all current PPG members, along with their contact numbers, on the noticeboard.
- PPG members shared feedback regarding the reception team. Concerns were raised that, due to the presence of a bell, the absence of staff at the front desk leaves the practice without a visible welcoming presence. Patients are not being greeted upon arrival, which was felt to impact the overall experience. It was also noted that patients can see through to the back office from the waiting area, and at times have observed staff engaged in non-work-related activities such as chatting or eating.
- The reasoning behind the implementation of the online triage system was explained to members. Where and how the online form can be located was shown.

- PPG members offered to hold regular sessions at the practice to support patients who may need assistance with the online form or have straightforward queries or concerns that can be addressed by the members.

6.0 Future Agenda Items

- Complaints Review
- Plan open day in summer

7.0 Date and time of future meeting

- Tuesday, 08.07.2025 at 2pm.

Action Table

New Eye-catching Posters promoting PPG with better font	
Reposition Noticeboard	
6 monthly Newsletter (Summer Edition)	
Ensure Front Desk Presence	
Plan Open Day in Summer	