



The Practice @ 188

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Patient Participation Group (PPG)

Open Meeting

Wednesday 18 October 2023 5.30pm (MS Teams)

Introductions



Dr John Bentley, Managing GP Partner

Housekeeping



- Microsoft Teams
- Webinar
- Recording
- Q & A

Our Aims



- Safe
- Effective
- Caring
- Responsive
- Well-led

Our Practice in Numbers



- ~19,921 appointments in 2021
- ~26,419 appointments in 2022 - 64% of which were face-to-face
- 1,836 missed appointments over the last year (~£55,000)
- 42,936 inbound calls over the last year (~179 per day)
- 9,084 patients
- 38 regular staff

Challenges



- National shortage of clinical staff
- Lack of adequate premises
- Increase in demand for our services

Improvements



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- Call wait time down from 14mins (Sep '22) to 6mins (Sep '23)
- Increased use of digital tools
- Early Cancer Diagnosis Lead
 - Cancer referrals quality
 - Cervical Screening, Bowel Cancer Screening, Breast Cancer Screening
- Immunisations Co-Ordinator

Patient Participation Group (PPG)



- Patient engagement
- Quarterly meetings
- Practice newsletter
- Roles needed:
 - Chair
 - Secretary
 - Communications Officer
 - Member

Feedback



- Speak with us
- Attend PPG meetings
- Respond to surveys



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Questions & Answers



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