Crawley Road Medical Centre

Patient Participation Group (PPG) Meeting Notes

Thursday 19th October 2023, Venue- CRMC: Staff Room

**Present:**Sonia Thomas (Practice Manager) - Chair  
Practice Team: Salsela Mohammed (Assistant Manager) – note taker

Dr Uberoi – GP Partner

Patients of the practice (names withheld)

This was the first PPG meeting for a while and ST welcomed all participants and outlined the rules of the meeting. The PPG is a force for good within the practice and has had a positive impact on the practice in the past. There was no fixed agenda for the first meeting as it was an opportunity for an open forum. Everyone introduced themselves the floor was open for discussion.

The main discussion themes were as follows:

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| **Item** | **Discussion** |
| Appointments | **Patient voice:**  Patients are now starting to see an improvement with the appointments and are able to get an appointment within a week.  Patients feel that the 10 minute appointment is too restrictive.  **Practice response:**  The practice agrees that 10 minutes is not always appropriate.  Double appointments can be requested for multiple or complex issues and for those who are vulnerable or have communication needs. Some appointments need less than 10 minutes and there is a balance between resources and clinical need |
| Clinicians | **Patient voice:**  There is a preference for long term GPs and less GP locums and patients would like to see their own doctor.  Patients request that GPs should read the records before the appointment and treat them with care not allowing them to be dissatisfied.  **Practice response:** The practice is trying to maintain a doctor led clinical service in the background of a national GP shortage and recruitment challenges. The practice is always aiming to recruit regular GPs and will keep the PPG updated if there is any progress in this matter. The practice offers appointments to specific doctors if named by the patients. In some cases waiting time may be longer for a named doctor.  GPs have access to the medical records and can refer to them before and during the consultation. If any patients are dissatisfied they should contact the practice manager. |
| Reception | **Patient voice:**  Some felt that receptionists had a poor attitude/tone and needed to be more welcoming. Some felt that receptionists were lovely and things have changed, they are being cared for better.  Patients felt that receptionists should not ask patients why they have an appointment booked as sometimes the patient is unaware themselves when requested by the practice.  Patients felt that the TV in reception is misleading and the information needs to be updated.  **Practice response:**  The practice explained that they will review reception “customer care skills” and welcomed regular feedback.  The practice explained that appointments are booked via a variety of sources and they will look into the specific problem.  The practice will review the calling board information |
| Phlebotomy | **Patient voice:**  Patients requesting that the blood test link is to be added to the practice website.  **Practice response:** This was already in place. |
| Prescriptions | **Patient voice:**  Some patients have had problems ordering their prescriptions and some were not aware when they were due a medication review.  **Practice response:**  The practice invited patients to always speak to reception if they have any prescription queries. The practice works closely with the local pharmacies to make sure the process is smooth. It was agreed that the prescription clerk would attend the next PPG meeting to explain the prescription ordering process from the practice viewpoint. |
| Feedback | **Patient voice:**  Patients want more opportunities to provide feedback about their appointments.  **Practice response:**  Patients do receive a text questionnaire after visiting the practice and they can always e-mail the practice or speak to reception to provide feedback. |
| Practice Building | **Patient voice:**  The patients would like a lift in the building for easier upstairs acess.  **Practice response:**  The practice looked into this in the past and will consider in future plans.  Currently clinicians will see patients will see those patients who cannot climb the stars in a ground floor room. |

The Practice Manager congratulated everyone on a successful meeting and offered to speak to anyone who wanted to discuss any issues further.

It was agreed that the PPG would meet again in the New Year to further develop the group and discussions from the day.