

Palfrey Health Centre

Patient Participation Group Meeting

15.11.23 at 5.00pm

Agenda/ Minutes

1. Welcome & meeting Apologies (OS/JH)
2. Friends & Family Test survey 2023/ Patient Survey 2023 Results & Action Plan

Member provided with the patient survey results and action plan. This data and audit information will be made available on the practice website for patients to access.

Generally the results were positive, and in particular the surveys indicated good satisfaction with reception staff, access to appointments as well as interaction with the clinical staff during consultations. There was a high level of overall satisfaction with the service.

Also, there was positive feedback in regards AccuRx Triage system and the choice of appointments. The current telephone system will also be undergoing an upgrade or will be replaced to allow for better monitoring of call volume data amongst other benefits (pending ICB funding).

The practice action plan was presented with updates to previous action points. The member ratified the proposed practice action plan and will be reviewed in future meetings – please refer to practice action plan.

Updates to action plan included:

- i. Uptake of Pharmacy 1st scheme is at nearly 36% of the total practice population.*
- ii. Staff training is ongoing on a monthly basis – normally 2hrs of protected time provided per month for staff to undertake online or class based training.*
- iii. Practice is implementing EPS/Online appointment service and increasing uptake to 55%.*
- iv. Potentially looking to develop online content for patients utilising in house clinicians.*

3. PPG member recruitment

COVID and its impact has affected the makeup of the PPG. Some members finding it even more difficult to attend meetings post COVID. It was agreed that the next meeting should be held F2F but also option to attend remotely would be offered to determine if this will improve attendance. OS also advised that notices for PPG recruitment are up around reception area and also on the practice website.

4. AOB - No points raised.

5. Date and time of next meeting

Provisionally scheduled for 21.2.2024 – 5pm