

Patient Participation Group (PPG) – June 2024 Meeting Summary

Chair: DG (PPG member) Attendees: Dr NA, Practice Manager MC

Key Updates:

1. Opening Hours
2. New signage informs patients that phone lines are closed from 1:30–2:30pm; reception remains staffed during this time.
3. Patient Feedback
4. Friends & Family tests are available at reception, in consultation rooms, and via text.
5. A more detailed survey is planned to gather broader patient opinions.
6. Appointments
7. Patients are generally satisfied with access to GP and pharmacist appointments.
8. Missed nurse and HCA appointments remain an issue; improved reminder systems are being considered.
9. Vaccinations
10. The practice is encouraging parents to ensure children are up to date with MMR vaccinations.
11. Local hubs may help increase vaccination uptake.
12. Practice Improvements
13. Refurbishment work is scheduled later this year.
14. Services will continue as usual, though some noise is expected; notices will be displayed when work begins.
15. Health Resources
16. DG shared positive outcomes from an NHS-endorsed diet plan.
17. A link will be added to the practice website for patients interested in learning more.
18. PPG Meetings
19. The group discussed holding some meetings face-to-face to encourage wider patient participation.