



Patient Participation Group

Patient Participation Group Meeting Minutes Aug 2025

Attendees

Ben Taguba	A.D.	B.K.
Attiya Rasheed	M.B	R.S.
Nisha Patel	M.F	T.A

*Dr Sudesh Cannot attend due to no childcare

Meeting Commentary

GP Patient Survey

The PPG expressed high satisfaction, with positive comments, particularly regarding access, responsiveness, and continuity of care. Here is the list of things discussed at meeting:

1. GP Practice Survey Analysis

- **Overview:** Results from the recent patient survey were reviewed.
- **Findings:**
 - Overall patient experience when contacting the practice is good, with satisfaction scores above both national and local averages.
 - A significant proportion of patients remain unclear about next steps after initial contact, which may affect continuity of care.
 - The survey identified trade-offs between walk-in systems (which provide easy access) and patients' preference for continuity, particularly seeing the same GP for consistency and familiarity.
- **Actions:**
 - Explore communication improvements to clarify patient pathways following contact.
 - Consider strategies to balance accessibility with continuity of care.

2. Prescription and Medication Management

- **Discussion:**

- Ongoing challenges noted with prescription management, including medication shortages at pharmacies, communication issues between pharmacies and the practice, and delays or errors from hospital discharge letters.
 - Commitment made to ensure no letters regarding learning disabilities remain unread and that referrals and lab results are handled promptly.
 - The practice is taking steps to streamline prescription processes and improve communication with patients and external partners.
 - **Actions:**
 - Implement process improvements to address shortages and communication gaps.
 - Review hospital discharge workflows to ensure timely information sharing.
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3. Practice Operations and Patient Experience

- **Discussion:**
 - The practice is introducing digital and automated solutions to improve efficiency and patient experience.
 - Ongoing challenges include demographic pressures, catchment area restrictions, and patient expectations regarding appointment availability and continuity of care.
 - Issues such as abusive behaviour towards staff, confidentiality, and clarity of communication about services were also discussed.
 - **Actions:**
 - Continue rollout of digital initiatives.
 - Develop strategies for managing patient behaviour and expectations.
 - Reinforce staff support and safety measures.
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4. Vaccination and Health Initiatives

- **Discussion:**
 - Flu vaccination campaign to commence in September for children and pregnant individuals, with broader eligibility expected in October.
 - COVID-19 vaccinations to prioritize patients over 75 and those with compromised immune systems, with potential future expansion.
 - The practice is actively participating in national health initiatives, including catch-up programs and localized services, to enhance public health outcomes.
- **Actions:**
 - Ensure vaccination schedules and eligibility communications are clear and accessible.
 - Continue engagement with public health programs.

5. Other Discussions

- Dr. Mittal undertakes administrative duties on Thursdays and Fridays.
- It was noted that while seeing different GPs for the same issue can provide a valuable second opinion, continuity of care with a regular GP remains important for patient satisfaction and consistency.
- Anderia, the Reception Manager, has left the practice to take up a position closer to her home.
- Nisha has been confirmed as the Prescribing Clerk.

- The practice no longer offers face-to-face appointments in the evenings, all appointments are prebook through triage system.
- Dr. Dutta is no longer running the walk-in clinic; all appointments must now be booked at least one day in advance.
- Doctor schedules and patient waiting times were discussed. It was explained that waiting times may vary between GPs due to differences in caseload and consultation needs.
- Telephone call waiting times were reviewed. It was noted that each call varies depending on the patient's needs, with an average duration of 2–5 minutes. Delays can occur during periods of staff shortage or when calls are transferred from branch surgeries.
- The team emphasized encouraging greater use of the MyGP app to help reduce incoming phone calls and decrease waiting times.

Next Meeting will be held in Aug 2026.