

## PPG Virtual Meeting – Tuesday 20<sup>th</sup> May – 5pm

### Attendees:

#### Patients ~

Keith Sharp (KS)

Lidia Erlichman (LE)

Margaret Kennedy (MK)

Sally Souraya (SS)

#### Hanley PCC ~

Dr Craig Seymour (CS)

Stella Toffee (ST)

George Manners (GM)

---

### **1. Introductions and Overview**

- **CS** welcomed and introduced Sally Souraya and explained that the previous meeting was centred around discussing the launch of a community garden and events Hanley have hosted, including a Menopause Café workshop and Carers event.
- **MK** suggested a Men's health day event

---

### **2. Staff updates and Feedback**

- **CS** informed the patients that we are now fully staffed in all areas, from reception team to clinical team
- **CS** read out examples of positive and negative feedback that we receive every month via FFT (Friends and Family Test text messages that are sent out to patients after every appointment). The results are anonymous but reviewed by the Management every month and fed back to the team. Negative comments are used for improvement, if possible.
- **SS** asked how many FFTs are received every month and ST confirmed an average of 125
- The most recent FFT score was 94.8% combined 'very good' and 'good' satisfaction rate of patient experience.

#### **2.1. Patient Feedback and Complaints**

- **LE** requested if the econsult form can be made a little more user friendly as it asks many questions, and often not relevant

- **SS** felt that the doctors often do not read the information on the form as she has had to repeat her issue in the appointment; **CS** explained that the information was more for the triage doctor to be able to action the request appropriately on the basis of the information given, eg urgency and which clinician to book with
- **MK** discussed the website not being updated with past and present PPG minutes and dates; this will be fed back to the colleague that looks after the Practice website
- **MK** also suggested changing the time from 5pm as it is not convenient for everyone, **CS** explained that the landlord expects us to be out of the building by 6.30pm as that is what our lease states so it was agreed to move the next meeting to 5.30pm. **CS** also explained that this is why the Practice alternates the meetings from digital to face-to-face to allow different sets of people to participate
- **MK** suggested handing out leaflets to patients in reception for better promotion
- **SS** expressed concern that the meeting link did not work and was not sent until the day of the meeting, **ST** said she will send the meeting link earlier next time

### **3. Future plans and next PPG Meeting**

- **CS** explained that there will be a further Carer's event, plus GM was going to plan a Men's Health event and ST an Immunisations awareness event
- **MK** expressed it would be good to agree to the next date and time of the meeting then and there so the group agreed to Tuesday 15<sup>th</sup> July at 5.30pm, a face-to-face meeting

---

**Meeting Adjourned**