

King Street Surgery

The Patient Participation Notes – 1/10/2025

Attendees: Amanda , Henry , Monica, David, Michelle, John Bacha, Dr Emmanuel Ochola

Apologies: Pauline, Glynis

Item no	Item	Lead
1	Welcome and apologies (for non-attendance)	
2	Approval of the minutes of the previous meeting (to be proposed and seconded)	
3	<p>Matters arising from the last meeting</p> <p>Survey – water dispenser and automatic door, appointment</p> <p>Dispensary Proposal:</p> <p>The proposal regarding dispensing water was discussed and declined. Patients who require a drink during their appointment can request it at reception.</p> <p>Automatic Doors:</p> <p>This proposal was declined because the building is not owned by the partners, making installations beyond their control. All members agreed.</p>	
4	<p>Items for discussion (consider new members, local and national initiatives etc. and limit time)</p> <p>Secretary Role:</p> <p>Michelle attended the meeting and kindly took the minutes. No formal appointment of a secretary was made. The roles of Chairperson and Vice Chairperson will be discussed in the next meeting.</p> <p>PPG Information Sharing & Patient Privacy:</p> <p>Monica raised concerns about the safety and privacy of phone messages. Dr. Ochola explained that the practice has established procedures to ensure patient confidentiality. Patients with concerns are referred to appropriate resources and support. NHS has infrastructures to keep the information confidential.</p> <p>Reception Staff Appreciation:</p> <p>Appreciation was expressed for the professionalism and respect shown by all reception staff.</p> <p>PPG Awareness Initiative:</p> <p>Michelle proposed spending a few hours each morning over a week at the surgery site to engage with patients, raise awareness about PPG, and collect feedback.</p>	
5	Any other business (an opportunity for members to voice patient/carer concerns/suggestions or compliments)	

	<p>System Security: Michelle asked about upcoming system changes. John explained that the system will be encrypted by December under the “Total Triage” model. Further updates will be shared in the next meeting.</p> <p>Near Misses and Patient Safety Monitoring: John confirmed that incidents are recorded and monitored to improve processes and enhance patient safety.</p> <p>Appointments for Patients Without Internet: Patients unable to book online can still call the surgery to make appointments. Staff will assist patients interested in online services by submitting information on their behalf.</p> <p>Staff Recognition Programme: The idea of introducing an “Employee of the Month or Year” programme was discussed to boost staff morale and recognition. Patients could also participate by voting or providing feedback. Criteria and process for nominations will be agreed upon in future discussions.</p>	
6	<p>Location, date and time of next meeting</p> <p>The date is yet to be confirmed, as a meeting needs to be held before the implementation of Total Triage. John will send an invitation to all PPG members.</p>	