

King Street Surgery
The Patient Participation Group -Meeting notes.

Date: 19.03.2025

no	Items
1	<p>Welcome and apologies</p> <p>Patients: Monica Dass, Hermfried Ehm, Kirsten Ehm, Pauline Cook, Stephanie Oyemade & David Clarke</p> <p>Practice: Dr George (Partner), John Bacha (Q&I Manager)</p> <p>Non- attendance: Kim Bell, Anne Thevarajan, Gus Gorshraw Ghataura</p> <p>Apologies: Glynis Freeman, Anne Sellick</p>
2	Approval of the minutes of the previous meeting (to be proposed and seconded)
3	<p>Welcome and Introductions</p> <p>- Welcome new members.</p>
4	<p>Matters arising from the last meeting</p> <p>Chairperson and Secretary for the PPG group have not decided yet</p>
5	<p>Items for discussion (consider new members, local and national initiatives etc. and limit time)</p> <p>Action Plan and Objectives Set goals for the PPG (e.g., patient surveys, health promotion events).</p> <p>The chairperson will lead the PPG members, while the secretary will organize meetings, prepare agendas, take minutes, and distribute them accordingly (as outlined in the PPG policy). Moving forward, from the next meeting, we should ensure that both the chairperson and secretary host the sessions. PPG members will need to discuss and select individuals to fill these specified roles.</p> <p>Once agreed upon, the relevant contact details will be shared.</p> <p>To help improve the services provided by the surgery, PPG members can collect anonymous surveys and feedback from patients. It was suggested that members take turns visiting the surgery, sitting in the waiting area, and gathering survey responses. Some members have expressed a willingness to participate, but it will be up to the group to decide and coordinate a schedule for these visits.</p> <p>John has offered to assist initially by preparing the survey questions, analyzing the survey results, and presenting the findings to the PPG. He will also provide a detailed breakdown on how to conduct the survey and the proposed timeline. Please see Appendix 1 for the survey questionnaire</p> <p>Communication Channels</p> <p>PPG can organise various events to engage patients and gather feedback to enhance healthcare services. Please see Appendix-2.</p> <p>PPG members can exchange their email addresses and phone numbers and form a group and start communication with each other.</p>
6	<p>Practice Updates -Updates from the healthcare team on any changes or developments in services.</p> <p>Partnership</p>

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	<p>From 1.4.2025 there will be 5 partners. Two of the partners resigned, one of the partners will be salary partner.</p> <p>The operational manager has become a business partner and will continue to focus on the operations, finances and business matters.</p> <p>DNA</p> <p>GP appts – 97 (30 on the day appts! 62 prebook able, 4 HF clinic, 1 post-natal) MIN / ANP – 12, HCA / Nurses – 107, Baby Immunisations – 12, PA – 4, TOTAL – 232</p> <p>Appointment figures are notably high, particularly for GPs and HCAs/Nurses. We'll explore ways to improve this, though bulk SMS reminders are not feasible, as they would include phone appointments, which patients may not always be aware of.</p> <p>The PM staff send individual SMS reminders per site? Currently, Accurx defaults messages to the NHS App first, and only sends them as SMS if there's no response, this can be unhelpful when a quick reply is needed.</p> <p>A suggested SMS reminder could read: "Reminder: You have an appointment tomorrow at [XXX site] with the GP/Nurse. If you need to cancel, please call 01234 852222 and select option 1."</p> <p>PPG members proposed sending a cancellation link via SMS, allowing patients to cancel with one click. However, after reviewing the system, this isn't possible, as our Accurx book contract is ending. The most viable option remains for patients to call and cancel directly.</p> <p>Total Triage</p> <p>The management team has visited a few surgeries to learn and implement the total triage system at King Street. We initially decided to go live in August, however we realised it is achievable only in October 2025.</p> <p>Friends and family test</p> <p>In aggregation for the last 3 months, the results are Good: 86.2%, Neither: 2.8%, Poor: 10.9%</p> <p>Analysis:</p> <p>Enhance the appointment system to accommodate same-day and urgent cases better.</p> <p>Invest in staff training for improved customer service and communication</p>
7	AOB – None
8	<p>Location, date and time of next meeting</p> <p>18th June2025 at 6.30 pm – King Street surgery</p> <p>All are welcome.</p>

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Appendix 1: Patient Participation Group (PPG) Survey – King Street Surgery

Purpose:

This survey is designed to gather your feedback on the services provided by our surgery. Your input will help us identify areas for improvement and ensure that we continue to meet your needs effectively. All responses are anonymous. Thank you for your time and honest feedback

Section 1: About Your Experience

1. How easy do you find it to book an appointment at the surgery?

☐ Very easy ☐ Easy ☐ Neutral ☐ Difficult ☐ Very difficult

2. How satisfied are you with the availability of appointments (both face-to-face and telephone)?

☐ Very satisfied ☐ Satisfied ☐ Neutral ☐ Dissatisfied ☐ Very dissatisfied

3. How do you usually book your appointment?

☐ By phone ☐ Online (via the website or NHS app) ☐ In person at the surgery

4. How satisfied are you with the service provided by the reception staff & call handlers?

☐ Very satisfied ☐ Satisfied ☐ Neutral ☐ Dissatisfied ☐ Very dissatisfied

5. Have you found it easy to get advice or treatment for urgent medical issues when needed?

☐ Yes ☐ No

Section 2: Quality of Care

6. How would you rate the quality of care provided by the following professionals during your visits? (Please tick one box for each)

Professional	Excellent	Good	Neutral	Needs Improvement
General Practitioner (GP)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nurse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Healthcare Assistant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. Do you feel that the healthcare professionals take the time to listen to your concerns and explain your treatment options clearly?

☐ Yes, always ☐ Sometimes ☐ Rarely ☐ No

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8. Do you feel involved in decisions about your care and treatment?

- ☐ Yes, completely ☐ To some extent ☐ Not really ☐ No, not at all

Section 3: Access and Communication

9. Are you satisfied with the information provided by the surgery (e.g., appointment reminders, test results, health updates)?

- ☐ Yes ☐ No

10. Have you used any of the following digital services? (Select all that apply)

- ☐ NHS App ☐ Online repeat prescription requests
- ☐ Viewing medical records online ☐ None

11. How would you rate the overall cleanliness and environment of the surgery?

- ☐ Excellent ☐ Good ☐ Neutral ☐ Needs improvement

Section 4: Suggestions and Feedback

12. Would you recommend this surgery to family and friends?

- ☐ Yes ☐ No ☐ Not sure

13. What do you think the surgery could do to improve the service it provides?
(Open text response)

14. Any additional comments or suggestions? *(Open text response)*

Thank You!

Your feedback is invaluable in helping us improve our services. If you would like to get more involved with the Patient Participation Group (PPG) or learn more about what we do, please let a member of staff know. *(End of Survey)*

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Appendix 2 - A Patient Participation Group (PPG) can organise various events to engage with patients and gather feedback to enhance healthcare services. Here are some ideas:

1. Patient Feedback Drop-In Sessions

- **Description:** Informal sessions where patients can share their experiences and suggestions.
- **Goal:** Provide real-time feedback on appointments, communication, and care quality.
- **Format:** A table in the reception area with PPG members available for discussions.

2. Health Awareness Days

- **Focus Areas:** Diabetes, heart health, mental well-being, smoking cessation, etc.
- **Goal:** Raise awareness and gather patient feedback on existing services related to these health issues.
- **Engagement Tools:** Surveys, interactive Q&A, or suggestion boxes.

3. Patient Satisfaction Surveys

- **Description:** Organize surveys (online, paper-based, or through SMS) to collect structured feedback on appointment booking, waiting times, and staff interactions.
- **Goal:** Identify key areas for improvement.

4. Coffee Mornings / Listening Events

- **Description:** Host informal coffee mornings where patients can chat with PPG members and share their experiences.
- **Goal:** Create a relaxed environment for open communication.

5. Health and Service Workshops

- **Topics:** Appointment booking tips, navigating NHS services, or managing chronic conditions.
- **Goal:** Educate patients while gathering feedback on their challenges with healthcare access.

6. Focus Groups

- **Description:** Small group discussions on specific topics (e.g., accessibility, online booking, communication).
- **Goal:** Gain in-depth insights into patient concerns and ideas.

7. Community Events or Fairs

- **Description:** Participate in local community events to engage with a broader range of patients and distribute feedback forms.
- **Goal:** Increase outreach and collect diverse patient opinions.

8. Virtual Engagement Sessions

- **Description:** Online meetings or webinars to discuss service improvements, especially useful for patients unable to attend in person.
- **Goal:** Broaden participation and make feedback collection more accessible.

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9. Suggestion Boxes

- **Location:** Placed in waiting areas or online.
- **Goal:** Collect anonymous feedback from patients who may not feel comfortable speaking in person.

10. Patient Education Evenings

- **Description:** Sessions on managing chronic illnesses, lifestyle changes, or medication usage, followed by feedback collection on service delivery.
- **Goal:** Enhance patient knowledge while learning about their experiences with current services.