



Fountain Medical Centre

Patient Participation Group Meeting

Location: The Fountain Medical Centre, Seminar Room

Date: Wednesday 12th August 2025

Present: JB, AC, RT, DC, JB and LH, KR and JG

Apologies: ED, SI, TS, and SL

Chair of meeting – Laura Humphreys and Kristina Rakovic

Welcome, Introductions and Apologies

KR welcomed everyone to the meeting and passed on the apologies of other members.

Terms of Reference - All agreed.

Minutes of last meeting – All agreed minutes ok.

Theatre now complete and started clinics - refurb now two theatres.

KR separate reception area for living care patients to check in.

Flu/Covid Clinics

SL received link for flu clinic for the 4th of October, Janet not received link.

LH - we have had meeting with IT there was an error with message being too long it splits the message due to an error code. We will be sending a shorter message for patients to book.

RT does the message give time and dates and is it for both clinics covid and flu.

LH we did two together last year and it was far too busy, so will not be doing both in one clinic.

DC Unfortunately I will not be available to help on the 4th of October will not be available for the 4th of October but will be available for other clinics to help.

JB and AC have not received an invite.

RT got a list of dates but could not get an appointment.

KR we have lots of appointments and I will book you in.

LH I will book all in for flu.

NHS App / Website

KR the NHS app has now been added now onto the FMC website - TV screens in reception show full instructions on screen on how to access - you can also go on website and is easier to access and you will find info that is useful. Please have a look and any suggestions please let us know.

RT how often is it updated as I tried to get some results.

KR it should be updated straight away.

RT got a text on Saturday re referral that I did not know about.

JG advised when a GP requests a referral for Advice & Guidance the hospital is sending messages out about the referral Patients getting confused.

JB will there be a test version of the website before going live.

KR - we have people who manage the website, and they arrange for things to be added or deleted.

Patient Survey

KR we have now received patient survey figures, and we have gone up on the National results.

JB only 411 surveys?

KR these surveys are sent out to random patients.

JB the percentage looks low for the number of patients.

KR not everyone responds. If you received a request, please could you respond. It is a good result from the patients that answered.

LH any feedback would be good to have.

RT some of the priority telephone numbers I was given do not get answered.

KR These are answered between 10am and 3pm.

RT the phone just rings out.

KR I can check answering times and calls coming through.

KR the phone should be answered, and I will check.

AC the phone has a long-winded message and then says sorry I cannot connect.

KR the message will be change in September options will change and will be better for patients.

AC makes you think you are being connected - I always ring the priority number.

KR we have six people in a morning and ten patients ringing in at the same time.

RT not a complaint just wanted to point out.

KR All staff must follow practice guidelines.

DC its dealing with people that are not professionals.

JB, we have problems with the check in screen.

KR we have been having problems due to work being done in the theatre area.

JB the queues at Reception soon build up.

KR Staff are advised to ask patients to check in on the screen in the entrance.

RT helps to know what number you are in queue.

KR the telephone number allows care navigators to open the patient's records.

AOB

JB how many doctors do we have now.

12 GPs and two Doctors in training.

LH the Doctor's in training is a 6-month placement -Dr Alba and Dr Pointon are their mentors.

AC I saw one and he was very thorough.

JB, I see you are advertising for new patients.

KR we get new patient, and old ones leave all the time.