

# **Palfrey Health Centre**

## **Patient Participation Group Meeting**

**25.6.25 at 4.00pm**

### **Agenda/ Minutes**

1. Welcome & meeting Apologies (OS/WS/JH/KS)

2. Patient Survey 2025 Results & Action Plan

*Member provided with the patient survey results and action plan. This data and audit information will be made available on the practice website for patients to access.*

*Generally the results were positive, and in particular the surveys indicated good satisfaction with reception staff, access to appointments as well as interaction with the clinical staff during consultations. There was a good level of overall satisfaction with the service.*

*Also, there was positive feedback in regards AccuRx Triage system. The current telephone system has undergone an upgrade to allow for better monitoring of call volume data amongst other benefits.*

*The practice action plan was presented with updates to previous action points. The members ratified the proposed practice action plan and will be reviewed in future meetings – please refer to practice action plan.*

*Updates to action plan included:*

*i. Uptake of Pharmacy 1<sup>st</sup> scheme is at nearly 33.5% of the total practice population.*

- ii. Staff training is ongoing on a monthly basis – normally 2hrs of protected time provided per month for staff to undertake online or class based training.*
- iii. Practice is implementing EPS/Online appointment service and increasing uptake to 79.9%.*
- iv. Potentially looking to develop online content for patients utilising in house clinicians.*

### 3. PPG member recruitment

COVID and its impact has affected the makeup of the PPG. Some members finding it even more difficult to attend meetings post COVID. It was agreed that the next meeting should be held F2F but also option to attend remotely would be offered to determine if this will improve attendance.

### 4. AOB - No points raised.

### 5. Date and time of next meeting TBC