

PPG meeting notes – 14.01.2025

Attendees: Philip Thompson (PT) – Chairman
Janice Maddock (JM)
Beryl Arrol (BA)
Philip Hopkins (PH)
Debbie Williams (DW)
Nicola Falcon (NF)

PT gave feedback on the presentation from the last PCN PPG meeting held in December.

Patient Survey was carried out by Hillingdon, NWL and PCN - access and capacity, ease of contacting practice, ability to see the clinician of your choice etc.

PH remarked that the survey responses likely to have been from patients who are computer literate and questioned whether the responses were realistic. Surveys can be manipulated to present specific information.

Meeting spoke about preventative work and measures to address health concerns.

JM – feedback on her recent experiences regarding regular follow up for her chronic condition, including blood tests. Previously, she had regular reviews with Dr Fraser however has not been followed up. JM reported to be monitoring her own health condition but should be having annual blood tests. Following a recent blood test, she received an SMS message providing lifestyle advice but commented this would have previously been discussed in a Nurse appointment.

JM raised concerns that some patients may struggle to engage with IT and as a result may not get the health advice being sent.

NF responded by outlining that clinicians inform patients that the surgery will only contact them if there is anything to report/follow up with and to contact the surgery if further support is required. Patients can review their results via the NHS App if required. NF will provide this feedback to the clinical team.

PH enquired on the progress of the Patient Calling Screen for the use of promotional material for patients. NF looking into adapters / USB to enable the surgery to play seasonal/promotional information.

PH also spoke about the reception environment – safety screens and reduced lighting – as this could be a barrier for engaging with patients. NF & DW both commented about the safety of staff and, although screens were first erected at the beginning of COVID to protect the staff from the virus, this is now a form of protection for staff from aggressive/threatening patients. DW will look at increasing the lighting in reception to promote a welcoming environment. BA agreed with the need to protect staff safety and comfort.

PPG discussed the meeting time as aware the room is used from 12noon for staff lunch – agreement to bring the start time forward to 9.45am from the next meeting which will be held on 01.04.25 (tbc).

PT reverted to the PCN PPG presentation and shared with the meeting the additional ARRS roles within the PCN – First Contact Physiotherapist, Clinical Pharmacists, Social Prescribers, Paramedics, GP who are/will be holding clinics, likely at the Pembroke Centre, to help with demand and capacity.

PT shared statistics on the number of appointments being offered over the past few years – despite this number increasing year on year, demand is still increasing and at an all-time high. JM whether these were face to face appointments as the last time herself and her husband attended the surgery, the waiting room had been empty (Wednesdays 10.20am and 2.30pm). NF reassured the meeting that the surgery is offering more appointments than ever, with a large percentage of these being face to face. It is hoped that this data can be shared with patients via the Patient Calling Screen soon.

Finally, the meeting discussed the format of the PPG meetings moving forward. It was agreed that an agenda was to be shared 1 week before each meeting and that PCN PPG update to be at the start. PPG members to provide AOB items prior to meeting to enable greater review and discussions.