

Patient Participation Group (PPG) Meeting Minutes

Date: 08/04/2025

Attendees:

- Claire Rackham (General Practitioner)
- PPG Members: Alan, Beverley, Jackie, Rachel, Will, Pauline
- Apologies: Penny, Freddy, Margaret

Agenda:

1. Welcome and Apologies

- Apologies received from Penny, Freddy, and Margaret.

2. Minutes from the Last Meeting

- Minutes from the previous meeting were reviewed and approved.

3. Practice Communications

- Discussion on the issue of multiple redundant communications for appointments.
- Concerns raised about inconsistent communication, with some patients receiving multiple letters and others receiving none.
- Plan to review and streamline the appointment notification system to reduce duplication and improve consistency.

4. Patient Participation Group (PPG) Development

- New PPG questionnaire box implemented since January.
- Plan to improve the visibility and accessibility of the feedback box.
- Newsletter section to be developed for PPG communications.
- Next PPG meeting scheduled for 10/06/2025.

5. Practice Updates

- Current patient population: 13,327 (5.1% annual growth rate).
- Projected population by 2029: 17,122.
- New staff appointments: Dr Butler (salaried GP), new practice nurse, Bernie (nurse practitioner).
- Care home coverage expanded to include Austin House and Fleming House.
- New practice branding and logo implementation in progress.
- DNA rate: 1 in 26 appointments missed (February 2025).
- Average phone wait time: 4 minutes.
- Consultation modes: 77% face-to-face, 21% telephone, 1% home visits.
- Zero tolerance policy implementation for abusive behaviour.
- Complaints resolution team established.

6. Covid Clinic

- Scheduled for 26/04/2025 (morning only).
- Target population: 75+ and severely immunosuppressed.
- Approximately 1000 eligible patients.
- PPG volunteer support arranged.

Action Items:

- Review and streamline the appointment notification system.
- Improve visibility and accessibility of the PPG feedback box.

- Develop a newsletter section for PPG communications.
- Confirm the venue for the next PPG meeting on 10/06/2025.

Next Meeting:

- Date: 10/06/2025
- Venue: To be confirmed (potentially at the health centre)

Meeting Adjourned.