

**Patient Participation Group (PPG)**

**Minutes Tue 29th April 2025**

**In attendance**: AW, BF, DS, DM, HP, JC, KC, MA, MG, PD, RB, RS, SH, Dr Yousaf (GP), Richard Langthorp (Practice Manager), Carla Coulson (Deputy Practice Manager)

**Venue:** **Main waiting room**

**Apologises:** AR, CW

1. **Welcome**

RL introduced Dr AY and PPG were thanked them for their attendance and were asked to sign the sign in sheet on arrival.

1. **Dec 2024 Minutes Action points**
* **NHS app**- RS had previously raised that unable to book more than 1 appointment on the app. RL has raised with NHS digital and looked at our internal system which now allows 2 appointments to be booked to accommodate a GP appointment and a Health care appointment. To review if further issues occur. RS happy with this.
* **Cloud telephony –** the listed 19 providers are currently being reviewed for comparison. RL has contacted peers for feedback on service and experience from various providers. The cloud telephony allows callers to be given a queue position and potential call back rather than an engaged tone. The new system is to be implemented by 2026. After the meeting RS offered his knowledge to support the practice with the configuration process.
* **PPG Survey-** the PPG emailed questions to CJC and were collated together to create the patient survey. The survey has now been carried out and the results to be discussed further on the agenda.
* **Friends and Family-** PPG asked if this could be displayed on the main waiting room screen. There is a slide displayed that informs patients there is Friends and Family survey available to complete. PPG asked if the slides could be slowed down and have the information readily available at reception for patients to take away and read. **Action RL/CJC**
1. **Improvements to the annex/ Premises**
* **High rise chairs**- there are an additional 2 new high-rise chairs
* **Artwork**- a patient kindly painted a landscape and gifted to the annex which has added a welcoming touch.
* **Air conditioning**- has been installed in the phototherapy treatment room, which should make patient experience more. Previously it has been unpleasantly warm due to the phototherapy machine emitting heat.
* **Solar panels**- RL informed PPG that solar panels were installed in February 2025.
1. **PPG survey Results**
* The PPG questions were finalised and 1 PPG member KC volunteered to carry out the survey in person. The results were very positive and complimentary of the practice and items that were raised are under review or have been identified and in the process of being developed.
* The PPG identified the percentages needed to be corrected on the results graph.

**Action CJC**

* DS raised if there were social economic factors represented in the results as Beverley is a more affluent area compared to some inner city with deprivation. Agreed that the practice population is more of the elderly, retired with limited population of deprivation.
* DS asked if the practice new what the proportion of online booking to phone bookings were made. **Action RL to audit.**
* KC shared that when she was carrying out the survey some patients were confused about the difference between the NHS app and the website.Agreed that patient education of what is available, and the functionality of each platform could identify and shared with patients on the waiting room screen, literature, website, newsletter. **Action CJC/RL**
* PPG discussed health checks for over 65’s as per the survey.RL informed PPG we offer health checks for over 75’s, annual Long Term condition reviews and have newly started well man appointments which have been a popular addition to the existing national campaigns.
* RL identified that the patient car park is going to be altered to accommodate a drop kerb for easier access and clearer car park markings. Currently awaiting quote from the builder. **Action RL/CJC**
* CJC identified the list of appointments where a text reminder was sent, and RS asked if texts could be sent to all Phlebotomy appointment as they are made in advance. Currently only sending to phlebotomy appointments in extended access times before 8am and after 630pm **Action RL/CJC to see if this can be done.**
* RL asked PPG if they were happy for the PPG summary to be shared on the website and in the waiting room and agreed. PPG agreed that the highlights of the survey could be shared with patients on the waiting room screen and share what actions are being taken to improve the service **Action RL, CJC**
* DS fed back that the results reflected the practices hard work and thanked the practice for their efforts and care.
1. **PPG Questions**
* MA asked if there was any scope to arrange a meeting with other PPG in local area to support to understand their patients’ expectations and how they are delivered.

 **Action RL/CJC to discuss at PCN meeting**

* JC asked if video consultations were offered to patients and if were available. AY informed that in COVID this worked well. Currently patients are offered telephone of face to face to suit patients need and GP need to access. Photographs can be sent in to help aid the consultation, but AY advised generally GPs prefer to have a face-to-face appointment rather than video but can be used at request of patient.
* JC asked if the next meeting should be on an evening to attract working age demographic. Previously the meetings were on an evening, however this did not impact on the diversity of age. The meetings are currently on an afternoon for those who did not wish to come out later in the day.

PPG were thanked for their time and input.

**Meeting closed.**