

Patient Participation Group Quarterly Meeting

Date

Thu 13 Nov 15:00 - 16:00

Location

Boardroom

Confirmed attendees

Jacqueline Jacobs

Other Attendees

Mr Sumner, Mrs Marshall Apologies: Mr O'Riordan, ML, Mr Pick, Mr Brister, Mrs Miller

Details/Agenda

- Welcome

- Minutes

- Action log

- Phone Data

- Complaints

- Optimising communication with patient's and other agencies (care homes etc) - agenda item requested by Mr O'Riordan (MOVE TO NEXT MEETING)

- NHS Campaign for January

- Decide on a Chairperson for the Group (action from recent QEWS meeting - said this was important) (MOVE TO NEXT MEETING)

- Patient Feedback

- AOB

Next meeting scheduled for 25th Feb 4pm-5pm - decide with Group whether to change day/time permanently.

Minutes

Welcome - In attendance Molly and Steven

Minutes confirmed as accurate

Action Log

SL to contact Mr Pick to see if he would be interested in running a morning or afternoon session at the Practice for patient's who are digitally challenged to assist them with AMGP / NHS App - SL advises that Mr Pick had been away however would still be interested in doing this. Molly is interested in supporting this, SL to share her email in the hope they can get together to identify a date and time.

- Bring forward November's meeting by a few weeks if suits majority of members - Closed

- Agree on a campaign to focus on and promote in January (add to November meeting agenda) - Open

- To look at how we may communicate GP appointment capacity / DNA figures again - We looked at DNA figures there are quite a lot of missed appointments. We could consider posters for in practice and something for social media.

- Collate phone data again for next meeting (create standard agenda item for this) - Closed

- Grab handle for ground floor patient toilet (JJ to add to refurb list) - this is on the refurb list and work likely to be carried out in January.

- JJ to get the numbers of how many veterans and severely vulnerable patients we have - to email out to group prior to next meeting - 124 Veterans. We are moving towards being a Veteran Friendly Practice. We just need to provide training for staff and then will push to people to tell us if they are a Veteran. Was unable to provide any vulnerable data as would need to define what this meant. Patients are not coded as vulnerable. Definition not agreed.

- Add Complaints to next meeting agenda (look at particular themes) - roll over to next meeting

Phone data - We reviewed telephone data, looking only at the number of calls that come into the practice, how quickly they were answered and how long people had to wait

Optimising communication with patient's and other agencies - as Mr O'Riordan was not present to roll over the the next meeting. For the PPG to pick up at their infomal meeting in December.

PPG potential - the group was very interested to explore with Mr O'Riordan what other PPGs do. Agreed that we can meet more frequently if we can identify work that need doing.

NHS campaign for January/ February -The PPG to meet informally to discuss and agree in December. Molly suggested somewhere with coffee and cake. List of health dates for January and February. PPG to lead on this piece of work and advice the practice what they want to do.

Chairperson - rolled over to next meeting

Patient Feedback - we reviewed the feedback data. Most patients have a positive experience of the practice.

Next meeting - PPG to consider when to meet formally again and advise Sarah Lamb. Currently planned for 25th February 4-5. Would members consider meeting earlier in the day to avoid the dark walk home? SL to send email.

Actions

- PPG to meet informally to agree campaign, discuss chair person and what other PPGs do

- SL to share Molly's email regarding NHS app drop in.

- PPG to advise time for next meeting and request earlier meeting if needed.

Associated documents:

- [Patient Feedback Snapshot - October 2025\(0\).pdf](#)

- [Email from PR 4.11.25\(0\).pdf](#)

- [Patient Participation Group Quarterly Meeting \(27/08/2025\)](#)
