

PPG MEETING MONDAY 6th OCTOBER 2021

Sandra spoke to our chairperson Tony on the telephone as we are still unable to have a PPG meeting because of covid, we will not put our members at risk inviting to a meeting at the moment. We have spoken about having a virtual meeting but as members have left our group mainly for health we are waiting at the moment.

We have made a note of all patients that have responded on our new patient registration form that are interested in joining our Patient Participation Group, when the correct time we will contact them to see if they are still interested in joining our Patient Participation Group.

The practice is continuing to follow the government guidance and are having regular meetings with staff and doing risk assessments with any changes recorded.

Our reception door is open and patients can walk in following the social distancing rules.

Doctors are still mainly doing telephone triage appointments which a lot of patients are happy with, Doctors are seeing patients if they feel it is necessary, if they have suspected covid then they will be asked to attend a hot clinic. Any children with suspected covid are usually seen at the practice in room 11, Doctors wear PPE and wipe down after each patient, the cleaner cleans everything in the evening.

We now have a pharmacist at the surgery who is helping with medication reviews.

We have a social prescriber who will help with any social problems.

We have a physio who will contact patients to see if exercises can help their problems.

We have a paramedic who will help with home visits and see patients that the Doctor would like them to.

We still have a local hub service at the practice; we have appointments on a Monday and Thursday evening and a Saturday morning. This is a good service and helps patients providing extra appointments.

Reception remains very busy inviting patients for covid vaccinations and dealing with queries but patients can now call 119.

We look at the friends and family survey results and display in the waiting room.

We have looked at the patient experience questions for 2021 and circulated to all staff, we are pleased with the results:

83% find it easy to get through to us by phone.

97% Receptionists are helpful.

83% are satisfied with the general practice appointment times.

80% were offered a choice of appointment.

84% were satisfied with the type of appointment they were offered.

95% took the appointment they were offered.

81% described their experience of making an appointment as good.

76% waited 15 minutes or less after their appointment time.

92% say the healthcare professional they saw or spoke to was good at giving them enough time during their last appointment.

90% say that the healthcare professional they saw or spoke to was good at listening to them during their last appointment.

83% say that the healthcare professional that they saw or spoke to was good at treating them with care and concern during their last appointment.

94% were involved as much as they wanted about their care and treatment.

94% had confidence and trust in the healthcare professional they saw or spoke to during their last appointment.

92% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment.

99% felt that their needs were met during their last GP appointment.

92% described their overall experience at the GP practice as good.

64% said that they have had enough support from local services or organisations in the last 12 months to help manage their long term conditions.

52% usually get to speak to their preferred GP, this has been very difficult during covid and if a patient calls that has seen a GP they try and call them back themselves.

When it is the correct time we will contact patients to see if they are still interested in joining our Patient Participation Group.

We will have a meeting when it is safe to do so.