

PPG MEETING 16th June 2025

Meeting: Tony Groves, Maggie Groves, Debbie Hawkins and Sandra Clapham

Sandra met with Tony our chairperson and his wife Maggie also Debbie our reception manager.

We have not had a lot of activity within the group as our practice manager left us in April. Sandra has stepped back in the role while we advertise for another practice manager. When we have a new manager in post, we will have another PPG meeting and invite patients that have shown interest in joining our group.

We looked at the comments from the friends and family which we display in our waiting room and our website, we have had some good comments. Tony and Maggie were also shown the results of the 2024 patient survey that is published. The results were much in line with the national and local figures.

We spoke about patients' communication with the surgery. There are different ways which some other local surgeries are now communicating with their patients. Patients complete an online form, the practice contacts them with an appointment to speak or see a doctor or guidance what to do. Dr Sharifi does not want us to change the way that patients contact us as she is happy with the way that we communicate with our patients. It appears to work for other surgeries although difficult for the elderly where receptionists help to complete the online forms for them.

Currently our patients contact the practice, by telephone, email, or send a message through an app or our website. We have telephone appointments and face to face appointments made via reception on the day or in advance. There are also appointments available online. Repeat prescriptions can be requested via email or online. Patients can also email or send a message with queries or request a fit note. Patients can also send a travel form through for our practice nurse to look and advise vaccinations that they may need when going away. The nurse will then call the patient and make them an appointment for them to have the vaccination discussed. We are aware that it is difficult for some older patients to contact electronically as they do not use computers. At this time, we would not stop any patients telephoning or coming into the surgery with a query or making an appointment at our practice.

We spoke last time about the ARRS funding which is available to allow surgeries to have more staff, this is called an additional roles scheme. At this time, we have a social prescriber, pharmacist, mental health specialist or physiotherapist. There is now additional money available for us to employ a newly qualified GP, they need to have qualified within the last two years. The funding available is depending on the practice list size. For our practice it will allow us to have a GP for 3 sessions a week, we are going to advertise the role shortly.

We spoke about the 2nd staff wellbeing questionnaire. We looked at the results of anonymous replies. Results of this were very good and this would be repeated later in the year.

We will have another meeting when we have a new practice manager and invite other patients that have shown interest in joining our group.