

The Station Practice PPG

10th February 2023

Attendees:

Corinne Martin – Practice Manager

Judy Roots – Deputy Practice Manager

Sarah-Louise Underdown – Senior Administrator/complaints lead

Ioana Gergely – QOF manager/ care coordinator

Lorand Gergely – Reception/IT manager

KA – Patient

NH – Patient

LD – Patient

AH – patient

Apologies:

CS – Patient

Agenda – PPG meeting

PPG

Recap of last meeting minutes, any actions.

Reviewed the information leaflet for patients that was sent via email with the last minutes. Overall good feedback for this. Useful information. NA didn't received the patient leaflet – Sarah will email.

Discussed the link to CQC report, asked if the PPG members had reviewed report and if not yet advised them to. Explained what is involved during the CQC visit and some of the preparation for this. Next CQC visit is likely to be in August 2023

Staff structure was sent via email to all the PPG members

Actions –

- *Send Patient information leaflet to NH as didn't receive this with last email.*

Patient Survey created using PPG members input

Talked about the patient survey and passed around the one that Sarah has created using the patients input. This survey will be handed out by the members of the PPG, dates to be emailed. While the members of the PPG are at the practice handing the surveys out it would be good them to see if any other patients are interested in joining the PPG group. It would be good to get some different age groups involved. General feedback for the patient survey was good. Happy with the questions and the survey is not too long.

Actions –

- *Email some dates for survey to be handed out.*

Newsletter

Newsletter discussed. This will be a quarterly and involve patient input. Discussed with the group to see who would like to have input and be involved in this. KA and NH interested in this. The newsletter will be uploaded onto our website, sent via text and some printed for the waiting rooms. A sample Newsletter will be created for group to review at next meeting in May.

Actions –

- *Sarah to create draft Newsletter with the input of KA for the next PPG meeting in May.*

Friends and family test

Friends and family survey was discussed. Some results from the survey were passed round and overall charts were printed, however these were not to clear due to printing problems so Sarah will emails these to the group members.

Sarah will analysis the poor results from the friends and family test to see if there any themes as to why they are rating the service poor. Discuss this at the next meeting and we can try and find some solutions to this.

Actions –

- *Friends and family data to be sent via email to PPG members*
- *Sarah will analysis the poor results from the friends and family test to see if there any themes as to why they are rating the service poor.*

New staff

New staff employed – Discussed this briefly, new ANP and practice nurse aswel as two new receptionists. We are still continuing our search for GPS and we are currently looking for a new pharmacist

No actions –

N.A.P.P

Discussed Napp briefly and passed round info about this. If PPG members are interested please inform Sarah and more information can be provided. Encouraged PPG members to visit the N.A.P.P website.

No actions -

Next meeting

Next meeting will be held on Friday 19th May at 12 room to be confirmed. Dr Pedro Ponte GP partner will attend the next meeting.

Actions –

- **Next meeting - AH asked that we have another discussion about online access.**