

## **The Station Practice – Patient Participation Group**

*Date: Friday 19<sup>th</sup> May 2023*

### **Attendees:**

**Dr Pedro Ponte (PP) – General Practitioner**

**Corinne Martin (CM) – Practice Manager**

**Judy Roots (JR) – Deputy Practice Manager**

**Ioana Gergely (IG) –**

**Lorand Gergely (LG) –**

**Larissa Latosuo (LL) – Medical Secretary**

**KA – Patient**

**NH – Patient**

**AH – Patient**

**RT – Patient**

### **Apologies**

**Sarah Underdown Senior administrator/complaints lead**

## **Agenda**

### **Make sure meeting reminder messages are sent**

**No confirmation message was sent this week to remind attendees about the meeting.**

***Action – Sarah to send out reminder/confirmation messages ONE WEEK before the meeting***

### **New member RT to join PPG**

RT to introduce himself

Everyone introducing themselves, brief description of the staff members job roles

PP introducing himself, thanking attendees, highlighting the importance of PPG. PP talk about managing increased work load and ways of working from Spain. Explaining new protocols and how we can move forwards by adjusting.

## Recap

Minutes reviewed from the previous meeting.

CQC report available online to read. CM explained how CQC effects the Station Practice and what happens during the inspections. Likely another inspection will happen this summer.

Discussion about GP shortages and ANP' who are now supporting GPs with the growing work load.

From last meetings notes, AH discussion about Online Access – Action closed.

NAP – We will keep you informed

Friends and Family test surveys are now uploaded monthly to NHS England.

## You said – We did

Attendees agreed this is a good idea.

A lot of information and updates can be shown on boards

Hopefully up and running by next PPG meeting.

## Patient Surveys

CM going through the feedback:

-We are scoring low on telephone interactions. There was no details about why patient are scoring low. Not sure if this is an access issue or capacity issue. Discussion about telephone access and attendees agreed that it seems to have improved and it is easier now to get through.

-Signposting, in terms of waiting rooms. Attendees agreed that better signposting for OTHER services would be beneficial. Clearer directions for the services especially in the ground floor.

-Online services had positive feedback.

-Patients are keen to know how to use E-Consult and Patient Access. Many are not sure what to do when forgetting password or how to activate account.

- Patients want more information about appointments and services available for them. Possibly information boards in both waiting rooms.

-Health Kiosk. Patients not sure what it is, what for, how to use and where to find it.

-Next survey to be only ONE PAGE, patients not filling the second page.

-To have leaflets available.

**Action –**

***Would be a good idea to make a whole newsletter focusing on E-Consult and Patient Access.***

***Add information to Newsletter about Health Kiosk on Level 2***

***Leaflet areas with general information about mental health, contraception etc.***

### **Jo's Uri Form**

Overall very good form, well executed. Patients do not know the process with samples and testing.

To give out to patients who are bringing in sample pots.

Look into Level 1 clinic offering urine testing. This was discussed and it was highlighted that it is good to bring samples directly to The Station Practice so clinicians will have the results and can action if and when needed.

### **Review draft Newsletter**

Overall very good idea. Thank you to all those involved.

Discussion about how to contribute it around.

Feedback:

- Text was too small
- Background colours need to be light, otherwise too hard to read.
- Layout is good
- Maybe have one page newsletter more often rather than multiple pages every quarter.
- Shock tactic "wasted appointment times" was very liked and discussed
- Diabetes section needs more information, such as who is it for, how, when etc.

**Action –**

***Review feedback and make changes to the newsletter accordingly***

**Any other business:  
PPG to email ideas for a good website to Sarah.**

**\*NEXT MEETING WILL BE HELD FRIDAY 4<sup>th</sup> AUGUST at 12.00\***

