

Patient Participation Group Meeting Held on - 25/11/2025 7:00pm until 8:30pm

Those present: RT, NT, FA, SB, DM, KM, MP, VY, KS, SW

Apologies: SS, DM, FC

Chair: MP (for SS)

Secretary: SW

The meeting commenced with a welcome to members.

Minutes of last meeting were agreed by the group

RT and SB gave a presentation regarding Patient Feedback and DNAs

The PPG were given 3 months' (July, August and September) Patient Satisfaction Surveys to review, focusing on common threads where patients were not satisfied. Time constraints meant that this could not be done within the meeting, so all PPG participants were asked to read through at home and bring findings to the next meeting. The PPG asked if future surveys could be given in a standard format, making it easier to review. Whilst the satisfaction surveys showed that the vast majority of patients scored the survey either Very Good or Good – July 90.3%, July 89.6%, August 93.5% and September 93.5%- the practice strives to continually improve its service.

An update will be provided at the next meeting.

Did Not Attend appointments

It was identified that the way the system calculated the DNA's was not a true reflection of the actual situation. SB advised that he will look into the system so that the DNA figures can be reported more accurately. When appointments are cancelled by the patient the team will look to see if the appointments can be refilled.

Dementia How the Practice Can Help?

It was discussed that while the clinician can look for signs of patients needing help it was more a social care issue rather than a clinical issue and whilst the patient can be signposted to the help they need patients cannot be made to seek help and the practice has to rely on family and friends to bring the matter to the attention of the clinician.

New System Triaging Patients to Correct Clinician

The PPG were told of a new telephone system that will be phased in to assist the reception team in signposting patients to the correct service. More details at the next meeting. Also a need to look at the questions mentioned on the E Consult, working towards better triage.

Advising St Mary's to update GP names

It became apparent that letters received from the hospital to patients were still addressed to the GPs no longer at the practice. RT to seek advice on how to get the correct doctors' names on correspondence from the hospital

Introducing the team to Patients

Consider introducing the team to the patients via Facebook and newsletter. Doing a short biography on each team member, outlining what they do within the practice. Simple message about how the patient can help to get the best service by advising them what they need to do to get to the right person for their needs.

Name for our Group

We were asked to come up with a name for our group.

Possible talks about services patients are unaware of

Safe places for domestic abuse victims

Encouraging people to feel safe to talk to a specific group, clinician, or support group and where to find them.

Meeting Closed 8:30 pm

Next meeting to be held on 17th February 2026

This has now been rearranged for 17th March at 1830