

## **Minutes**

### **Patient Participation Group Meeting Held on Tuesday 17<sup>th</sup> March 6:30pm until 8:00pm**

Those present: RT, SB, BW, MG, SC, DM, KM, MP, KS, SW

Apologies: SS, FC, VY

Chair: KM (for SS)

Secretary: SW

**The meeting commenced with a welcome to members.**

**The group agreed the minutes of the last meeting**

**Matters Arising from the last meeting**

**Name for our group** – It was agreed that we adopt the name of ‘Patient Participation Group’.

#### **Publishing the individual roles and names of the Argyll House Team**

It was agreed that outlining the roles and responsibilities of each member of the team on the Argyll House website would further help patients to be reassured that they are being signposted to the correct person for their particular need. This will also help patients understand the tasks that the team still have to do when they are not helping patients face-to-face.

It was agreed that posts to Facebook, the website, texts and posters advertising the need to cancel appointments and that the cancelled appointments will be offered out to a reserve list if possible, therefore increasing the efficiency and reducing waste.

Send out a positive message along the lines of if you cancel, then someone else gets seen quicker and indeed, if someone cancels, you may be seen sooner.

#### **Reviewing the Patient Feedback**

RT showed a presentation to the group Patient Satisfaction Survey Analysis.

It reviewed a cross section of data from December 2025 to February 2026.

The majority of the feedback was positive, but the surgery is always looking to improve everyone's experience. Some of the items appear in both the positive and the negative feedback

The positive points were:-

Staff praise from patients

Staff described as caring and supportive

Access to appointments when needed

Phone answering has much improved, especially the callback system

Text reminders and booking links appreciated

Negative points were: -

Difficulty contacting the surgery by phone

Appointment availability and booking options

Privacy when discussing symptoms at reception

Communication regarding clinician type

Sound control hearing sound from the consulting room to the waiting room

### **YOU SAID WE DID!**

Reviewing phone capacity and promoting the callback system – reassuring patients that they will get a call back at the same queue position they held if they had held on for an answer

Reviewing online bookings

Addressing privacy concerns by reinforcing the need with reception staff, posters telling patients they can ask for a private space to talk to the reception team. A suitable space for privacy will be sought.

Positive Staff Feedback – Continuing staff recognition

Finding a way to eliminate the sound from the consulting room to the waiting area

Embedding Quality Improvement – Continue to focus on improving the offering at the surgery through continuing to study feedback and acting on outcomes of the reports

Adapt to change, manage change, including enforced change from NHS requirements

### **Plan, Do, Study Act – PDSA Model**

The team have taken part in a practice-level support workshop, teaching them how to manage and adapt to change.

Standardise, initiate, execute, evaluate, change.

Introduce a system where an idea undergoes rigorous study before implementation. To be proactive and not reactive. To undertake the Plan, Do, Study, Act model.

RT showed the group a slideshow outlining the workshop, and the slides are attached to these minutes.

The first task that will be introduced using the new system will be the new blood testing drop in which is ongoing and will happen in the near future.

### **New System Triaging Patients to Correct Clinician**

The PPG have been asked to help with the testing of the new system when it is available and before it goes live.

### **Advising St Mary's to update GP names**

RT reported that it was up to the individual patient to advise the clinic reception at the hospital of any changes in their hospital record, such as the GP name, change of personal address or phone number. There is no way the surgery can amend records held by the hospital.

### **Help from the PPG to assist at COVID Spring Clinics**

Spring roll-out of the COVID clinics will be happening during April, and the PPG has been asked to help with signposting patients to the correct clinician. All dates have been filled with at least one member per session volunteering for duty.

Meeting Closed 8:00 pm

It was decided that we would meet every 2 months after the June meeting.

**Next meeting to be held on Tuesday, 16<sup>th</sup> June 2026, from 1830 until 2000**