

PPG Meeting

Date & Time –

Wednesday 5th August – 12.30pm

Hosts –

Charlie Brierley (CB)

Attendees –

Isabella Jeans (IJ)
Duncan Reid (DR)
Diane Waddington (DW)

Apologies -

Roy Hibbert (RH)
Alan Rigby (AR)
Leslie Allen (LA)

<u>Agenda items</u>	<u>Comments</u>	<u>Actions</u>
• Actions from last meeting	Awareness for screenings to be added to newsletter /website / facebook - completed	
• Surgery update	Staff retention remains positive. Dr Jiva has left the practice. Dr Hamdy Elshoney has completed his training and has been appointed as a salaried GP. Practice Manager Charlotte Walton remains on maternity leave, with Charlie Brierley providing cover until January 2027. As a training practice, Dr Nayab Ali has left and Dr Mariam Elgliand has joined the team. Dr Sakran continues to work with us.	
• Accurx update	Our online consultation form is now provided by Accurx. A text message was sent to all patients to inform them of the change. The new form is now live and can be accessed through the NHS App or via our practice website. It is simpler and more user-friendly, making it easier for patients to submit their requests.	

• Macmillan coffee morning	We will be participating in the Macmillan Coffee Morning again this year. Each year, we continue to raise more money and appreciate the ongoing support from our patients. The date is to be confirmed, and further details will be shared with all patients via text message. We would be grateful for your support and hope you can join us if you are able.	
• Patient Feedback Sheet	We ask patients for feedback and use their comments to help improve our services. The attached document demonstrates that we have listened to patients' views, carefully considered their feedback, and taken action wherever possible. Where we have not been able to implement a suggestion, we have explained the reasons why. I asked the Patient Participation Group (PPG) members for feedback on the document, and they felt it was clear, informative, and well presented. Copies will be made available in the waiting area for patients to read.	

• Foodbank	Duncan kindly helped by emptying the foodbank and taking the donations. We would like to ask PPG members if they would be willing to support this on a monthly basis going forward. A rota could be arranged to share the responsibility among PPG members. Please let us know your thoughts and whether this is something you would be happy to support.	
<u>AOB –</u> Overall, the meeting was again very positive. Members recognised that the changes implemented have made a difference and had a positive impact. No concerns were raised during the meeting. If anyone knows of anyone that would like to join the PPG please let me know. Next meeting – November 2026 – date and time to be agreed.		

Listening to Your Feedback

Your feedback is incredibly important to us. It helps us understand what we are doing well, where we can improve, and how we can provide the best possible care and experience for all our patients.

Thank you to everyone who has taken the time to share your views through surveys, reviews, compliments, suggestions, or by speaking directly with our team.

We want you to know that we do listen, and wherever possible, we take action.

Below are some responses to the feedback we have received, along with information to help explain how we work.

Appointment Availability

You said: It can be difficult to get an appointment.

We listened: We understand this can be frustrating and appreciate your feedback.

Our response: Appointment availability changes regularly as clinics are released, appointments are cancelled, and additional sessions are added where possible. Although we appreciate this is not always ideal, we encourage patients to contact us regularly, as appointments may become available even if none were available previously. We continue to review our appointment system to make the best use of the appointments available.

Telephone Appointments

You said: You would prefer a face-to-face appointment rather than a telephone consultation.

We listened: We understand that some patients feel more comfortable being seen in person.

Our response: Telephone appointments are suitable for many consultations and help us provide timely access to care. If you would prefer a face-to-face appointment, please let us know when booking or when we contact you, and we will arrange this where clinically appropriate and where availability allows.

Waiting Room Environment

You said: The waiting room could be improved.

We listened: We appreciate your feedback and understand the importance of a welcoming environment.

Our response: Significant changes to the waiting room are limited by available funding, the design of the building, and factors outside of the practice's control. Our priority is to ensure resources are focused on providing safe, high-quality patient care. We will continue to keep the waiting area clean, well maintained, and make smaller improvements where possible.

Reception Privacy

You said: Conversations at reception can sometimes be overheard.

We listened: We understand that privacy is important to our patients.

Our response: Due to the layout of the building, there are limited changes we can make to the reception area. However, our team will always aim to speak as discreetly as possible. If you would prefer to discuss something privately, please let a member of staff know and we will arrange a private space where available.

Reception Team

You said: Some patients have felt that reception staff can appear unfriendly.

We listened: We appreciate your feedback and understand how important it is to feel welcomed, listened to, and treated with respect.

Our response: Our reception team plays an important role in supporting patients and managing a busy service. We will continue to support our staff through training and ongoing feedback around communication, empathy, and delivering a positive patient experience. Our team will always aim to be helpful, respectful, and professional, even during busy periods.

Appointment Waiting Times

You said: Appointments do not always run on time and waiting times can be longer than expected.

We listened: We understand that waiting can be frustrating and appreciate your patience.

Our response: We always aim to keep appointments running on time, but delays can happen when clinicians need to spend additional time with patients who have complex, urgent, or unexpected needs. Please be assured that every patient is given the time required to receive safe and appropriate care.

Seeing Your Preferred GP

You said: You would like to see a named GP of your choice.

We listened: We understand that seeing a familiar GP can be important for continuity of care and building a trusted relationship.

Our response: We will always try to accommodate requests to see a preferred GP where possible. However, due to appointment availability, clinician workloads, and the need to provide timely care, it may not always be possible to offer an appointment with a specific GP. We encourage patients to consider seeing any available clinician, as our whole team works together to provide safe and high-quality care.

Thank You

Your feedback helps us understand what matters most to our patients and where we can continue to improve. We appreciate your support and encourage you to keep sharing your views with us.