



Patient Participation Group Meeting Minutes

Date: Thursday 13 October 2022; 18:00 Conference Room - MS Teams

1. Welcome and introductions

2. GP Patient Survey Feedback

Presentation Slides are attached with the minutes.

Discussion on the results and our action plan.

Suggestions from PPG

3. Feedback from PPG and Patients

CQC announced a monitoring visit and be asking for evidence that we have gathered people's experience and will be asking what you have done in response (Regulation 10).

CQC is seeking your opinions, As part of gathering people's experiences. Please submit feedback via the CQC website – the link provided.

Google – 4.6/5 (we are struggling to deactivate the old profile)

NHS website: 4.1 (14x5*, 2x4*, 4x1*)

Feedback submitted via the website and written note is predominantly positive – so we are very grateful to our patients for recognising the staff's commitment.

PM received feedback – that the PPG meetings became 'technical' – I encourage you to submit agenda points and take ownership of them – these are your meetings. I am trying to keep you up to date with what we do at the Practice and how we change in response to feedback.

4. How to Access/Contact the Practice

We are taking feedback around accessibility very seriously and listened to what patients had to say over the Summer, which was a challenging time for the practice given the sustained demand and pressures around staffing. We are trying to open as many avenues to access the service, conscious that they must be safe. Therefore, as it stands patients can access the practice:

- By phone by calling 020 363 4156 (urgent appointments are released at 8 am and 2 pm; pre-bookable appointments in one and two weeks' time are released at 8 am)
- By visiting the reception desk between 8 am and 6.30 pm Monday to Friday
- By visiting our website (administrative enquiries can be submitted via contacting the practice or asking reception question avenues; you can request you medication, you can request online consultation (within 2 working days) via PATCHs, you can submit your feedback or complaint)



- By using NHS App or GP app

5. Service Update - September 2022 snapshot:

- 6941 total calls
- 6180 answered – 88.9%
- 3m 23s – average queue time answered
- 5416 answered within 5 minutes - 78%
- We offered 3644 GP, CF and PA appointments
- And 466 nurses & HCA appointments

6. White Lodge – staff updates

- We now host two King's College London final-year medicine students and expect UCL students to join in November.
- Three new receptionists joined our team: Lo, Linda and Lia
- We have a new administrator helping us with registrations and customer service – Aggie.
- Our colleague - receptionist Frieda left our team as she is about to start her career as a paralegal.
- Our colleague – receptionist and medical assistant Jo left our team to become a junior medical secretary at the hospital in her locality.

7. Polio/Flu/Covid-19 booster update

- 29.3% of eligible patients were vaccinated with Autumn Booster (1249)
- 21.1% of eligible patients were vaccinated with Flu vaccine (1570)
- 279 children received a Polio booster since 15th August

8. Q&A

9. AOB