



Patient Participation Group Meeting Minutes

Date: Saturday, 18 January 2025, 10:00; Conference Room

1. Welcome and Introductions

The meeting commenced with an introduction of the agenda. Previous meeting minutes were shared with the members.

2. Service Update – Performance Review

White Lodge Practice reported the following operational statistics for the last quarter:

Significant operational achievements were reported for the last quarter:

- Total appointments delivered: 20,000+
- Face-to-face consultations: 9,000
- Same-day appointments offered: 12,000
- Registered patient population: 15,000+
- Maximum appointment wait time maintained at 10 days

Communications Infrastructure

Telephone system improvements were highlighted:

- 25% reduction in incoming calls achieved
- Average queue waiting times reduced from 3+ minutes to under 2 minutes
- Notable decrease in telephone-related complaints reported

3. Winter Pressures and Achievements

Winter period impact was reviewed:

- December surge in patient demand noted
- Flu vaccination campaign success reported: 70% coverage achieved for over-65s
- Practice ranked first in Borough for over 65 vaccination rates

4. Modern General Practice Initiative - Total Triage System Implementation

System performance metrics were presented:

- 10,000 requests processed through the new system
- 3,000+ repeat prescriptions successfully managed
- Improved operational efficiency documented
- Enhanced patient routing to appropriate services noted

5. Staffing Update

Structure of clinical and administrative teams presented. Recent staff survey findings were discussed:

- Overall satisfaction levels showed improvement
- Increased case complexity for clinical staff identified
- Concerns regarding clinical workload acknowledged
- Commitment to additional support measures confirmed

6. Questions and discussion

Access challenges were addressed:

- Concerns regarding digital accessibility acknowledged
- Alternative access methods for non-digital users discussed
- Support system improvements proposed

Current service provision review:

- Home visits continue on an exceptional basis (now conducted by the Rapid Response Team)
- Patient feedback analysis completed
- Practice safety protocols reinforced

7. Action Points:

The following actions were agreed:

1. Access communication strategy to be enhanced
2. NHS app prescription acknowledgement system to be reinstated
3. Non-digital access options to be better publicised
4. Reception staff training on access options to be delivered
5. Check-in kiosk signage to be improved
6. Blood pressure result communication to be enhanced via NHS app
7. Patient feedback collection process to be optimised

The next meeting is planned for Saturday to engage with working patients:

- **Saturday, 4 April 2025, 10:00 AM – Conference Room**