



## Patient Participation Group Meeting Minutes

**Date: Saturday, 19 October 2024, 10:00; Conference Room**

### **1. Welcome and Introductions**

Practice Manager Maciej Karas called the meeting to order. Attendees were welcomed, and introductions were made.

### **2. Service Update – Q2 FY Performance Review**

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

- Total appointments conducted: 15,734
- GP consultations: 10,966
- Face-to-face appointments: 8,369
- Same-day appointments offered: 8,046
- Did Not Attend (DNA) instances: 808, resulting in an estimated cost to the NHS of approximately £45,000

### **3. New Website Implementation**

A presentation was given on the practice's new website development. Key discussion points included:

- Review of proposed communication strategies to ensure accessibility for all patient demographics
- Focus on using clear, patient-friendly language throughout the website
- Strategies for improving PPG membership recruitment, with particular emphasis on engaging younger patient populations
- Members provided valuable feedback on content and navigation

### **4. Modern General Practice Initiative - Total Triage System Review**

#### **One-month review findings:**

- Overall patient feedback has been predominantly positive
- Challenges identified:
  - Some patients expressed initial difficulty in understanding the new system
  - Misconceptions about telephone consultation capabilities
  - Younger, tech-savvy patients occasionally choose phone over digital access, potentially impacting availability for vulnerable patients
- Recommendations for system optimisation will be implemented based on feedback



## **5. Staffing Update**

The practice manager provided a comprehensive staffing overview:

- Current clinical and administrative staffing levels are meeting patient demand
- Detailed explanation of the practice model was provided
- Discussion of Primary Care Network (PCN) staff roles and their integration into practice operations
- Confirmation that staffing levels are appropriate for current patient needs

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

- **18 January 2024 10:00 AM**