



Patient Participation Group Meeting Minutes

Date: Saturday, 26 April 2025; 10:00 Conference Room

1. Welcome and Introductions

The Practice Manager welcomed the group, noting the growing participation and the importance of engaging a diverse range of patients, including younger participants and those from various professions.

Previous meeting minutes and the CollaboRATE Feedback Report were shared with members. Two new members joined the group and will be registered following the meeting.

Roll call – two new members joined the group. To be registered after the meeting.

2. Service Update – Performance Review

Service Update: PM provided a service update, highlighting the number of appointments in the last quarter, the reduction in patients who failed to attend, and the significant number of telephone appointments.

- Appointment Statistics: PM, there were over 17,000 appointments in the last quarter, slightly fewer than the previous quarter due to half-term and flu appointments. He noted a reduction in patients who failed to attend, from over 800 to 650, but this still represents a significant number of missed appointments.
- Telephone Appointments: PM highlighted that nearly 14,000 telephone calls were recorded, with an average queue time of 2 minutes. Despite technical issues, 86.7% of calls were answered, and the average time patients were willing to wait was 6 minutes before abandoning the call.
- Technical Issues: PM acknowledged technical problems with the telephone system and clinical system outages, which caused significant disruptions. He emphasized the importance of patient feedback to address these issues promptly.
- Feedback Importance: PM stressed the importance of patient feedback in improving services. He encouraged patients to report any issues they encounter, particularly with the telephone system, to help the practice address them effectively.
- Booking System Improvements: Efforts to improve the appointment booking system were discussed, including addressing technical issues and ensuring patients are informed about the process. Maciej mentioned that the practice is working on better communication and system reliability.



- Patient Experiences: Several patients shared their experiences with the booking system, highlighting both positive and negative aspects. PM assured them that their feedback is valuable and will be used to make necessary improvements.

3. Long Term Conditions Management – CollaboRATE feedback discussion

Long-Term Conditions Management: Maciej reviewed the long-term conditions management program, explaining the feedback received from patients and the efforts to improve communication and streamline the process.

- Program Overview: PM explained the long-term conditions management program, including asthma, hypertension, atrial fibrillation, heart failure, chronic kidney disease and diabetes. The program aims to provide personalised care and prioritise high-risk patients.
- Patient Feedback: Patient feedback indicated confusion about the program's purpose and structure. Patients found the process prescriptive and time-consuming, and many did not understand the need for multiple appointments and questionnaires. Discussion with PPG members about the LTC programme and it's feedback.
- Improvements and Streamlining: PM outlined efforts to improve the program by enhancing communication, reducing the number of appointments, and focusing on personalised treatment plans. The goal is to streamline the process and make it more efficient for patients and staff. Actions were agreed.
- Data Collection and Training: PM mentioned that the practice is working on better data collection methods and providing additional training to staff to ensure they can effectively manage long-term conditions and communicate the program's benefits to patients.

5. Staffing Update

- Clinical Team Update: PM updated the group on changes in the clinical team, including the retirement of Dr Suresh Panjwani and long-standing receptionist Margaret (Maggie) and the roles of various team members. New faces at the reception desk are Anna-Lee, Gill, Jade, and Jo.
- Pharmacy Services: Participants discussed the positive experiences with the community pharmacy and the role of clinical pharmacists in managing long-term conditions.
 - Community Pharmacy: Participants shared positive experiences with the community pharmacy, praising their helpfulness and efficiency. The pharmacy was noted for its excellent service, including assisting with medication and



providing personalised care. PM explained the distinction between a Clinical and a Community Pharmacist.

- Clinical Pharmacists: The role of clinical pharmacists in managing long-term conditions was discussed. They assist with medication management and support patients with chronic conditions, although some feedback indicated a need for better communication and training.
- Out-of-Hours Services: Maciej explained the limitations of out-of-hours services and the role of 111 in booking appointments for urgent cases.
 - Service Limitations: Maciej explained that the practice does not provide services between 6:30 PM and 8:00 AM for safety reasons. During these hours, patients are directed to out-of-hours services or the 111 service for urgent cases.
 - Role of 111: Maciej highlighted the role of the 111 service in booking appointments for urgent cases. He noted that 111 can book appointments directly with the practice for the next day, ensuring that urgent cases are prioritised and managed effectively.

6. Questions and discussion

7. Action Points:

- Technical Issues Reporting: Report any telephone issues or system outages to the practice for investigation and resolution. (All Patients)
- Long Term Conditions Programme: Improve communication about the long term conditions programme and its benefits to inform all patients with long term conditions. (PM)
- Patient Feedback on Clinical Pharmacists: Provide feedback on the performance of clinical pharmacists to ensure quality and address any issues. (All Patients)
- Patient Participation Group (PPG) Recruitment: Publicise the PPG group more effectively, including on the website and notice boards, to attract a more diverse group of participants. (PM)

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

- Saturday, 5 July 2025, 10:00 AM – Conference Room