

Attleborough Surgeries

Patient Participation Group Minutes Tuesday 14th January 2025

PPG Chair: DB

Attendance (Initials of Participants Only): GH, JG, MH, PH, IA, SH, LM

Apologies for Absence: JM, L-AH

1. Apologies for Absence

Apologies were noted.

2. Approval of Minutes of the Previous Meeting

These were agreed as a true and accurate record.

3. PPG Chair

DB had originally agreed to step in as chair for a caretaking period only. Now the group was better established approval of a more permanent chair was needed. DB confirmed he was happy to continue and the group voted and appointed DB for a twelve month term.

4. Results of the Practice Mini Survey and Wider Patient Survey Invitation

JG and GH had collated the data ready for presentation from 59 survey responses received on flu day; LM presented the findings to the members. Overall, when removing the response of 'no experience' the results were positive across the majority of questions, including telephone call back service, waiting time for a routine appointment and wait time for reception check in; the dispensary service overall had excellent results. The negative areas included continuity of follow up care and waiting times for patients when they felt acutely unwell. As this survey was conducted on flu day, LM discussed that it was not representative in terms of a cross section of ages and the next step was to confirm the electronic survey that would be sent out to a range of different age groups via SMS text link, also posted for patient completion of the Practice Facebook page and paper copies will be made available in both Surgery waiting rooms. The survey questions were reviewed by the group and agreed. LM confirmed that once responses are received back, these will be

collated and presented to the group and an action plan can then be considered; members agreed this action.

5. PPG Newsletter

Following the meeting in November, LM had circulated several PPG newsletter ideas to the group for their review, to aid discussions regarding a format for members to work on for our own PPG. DB had summarised the key ideas from the different newsletters circulated and the group discussed the format and the key messages they felt would be most relevant. It was agreed that a quarterly newsletter would be useful. Key matters for consideration and inclusion:

- Consistent style and template to be used
- Focus will be on the season ahead, along with key Practice news and relevant topics/national campaigns
- One key feature piece each month
- Signposting information for patient access could be a regular feature
- Need to agree format, size, distribution arrangements and message from the PPG chair

DB and GH agreed to work together to bring some ideas to the next meeting, with a view to the first newsletter being ready to share in the Spring.

6. Q&A

LM opened the next agenda item as an informal discussion time for PPG Q&A. The following matters were discussed:

- *IT concerns* – a number of members had received a two-part SMS, firstly confirming a link to book an appointment, but only later with details of the reason for the appointment invitation; LM will investigate.
- *Reception* – many new reception staff who are not yet experienced and still in training, but important that patients feel confident in the actions and advice being given. Discussed a need for staff to focus on helping problem solve for patients who are often unclear of how to navigate the service.
- *Pharmacy First* – request that this service be advertised at the Dispensary hatch at each site. LM confirmed extensive advertisement has taken place in other parts of the Practice, local and national news, Practice facebook page and in Allied Chemists.

7. Future Areas of Interest

Agreed that the focus for the next meeting would be the PPG newsletter.

8. AOB

No other matters were raised.

9. Date and Time of Next Meeting

The next meeting will take place on Tuesday 4th March at Station Road Surgery
1pm – 2.30pm.