

Attleborough Surgeries

Patient Participation Group Minutes - 4th March 2025

PPG Chair: DB

Attendance (Initials of Participants Only): MH, IA, L-AH, GH, MK, SH, PH, LM

1. Apologies for Absence

No apologies were received. However, JM has requested to be removed from the group until September and JG has resigned.

2. Approval of the Minutes from the Previous Meeting

These were agreed as a true and accurate record.

3. Future Meetings

Discussion took place regarding flexibility of future meetings regarding days and times, to encourage and support all existing and potentially new members to attend. Most working people can not attend a meeting at lunch time. It was agreed to alternate meetings between Tuesday lunch time (13.00 start) and Wednesday late afternoon (16.00 start).

4. Update on Patient Information Boards within Surgery Areas

LM was pleased to confirm that the new patient information boards should be installed within the next few weeks and that future displays will be organised by topic, which will be much clearer for patients to locate and better placed within the Surgery for accessibility. LM asked for a few PPG members to review the boards once they were installed to provide feedback, to ensure that we had met the brief originally given by members. IA and L-AH agreed happy to do so and to feed back at the next meeting.

5. PPG Newsletter

The draft newsletter had been circulated prior to the meeting and hard copies were made available for members. DB and GH had been instrumental in the first draft and PPG members gave the following feedback to incorporate in the final version, planned to be published in April:

- Include details of the purpose of the PPG – role of members and objectives of the group
- Remove Acronyms e.g. SWOT analysis
- Include more bullet points and images to help layout of the newsletter and break up using different colours for the various topics included
- Include other health related activities that take place in Attleborough to promote these to patients – all PPG members to send details of activities/services they are aware of to DB/GH
- Consider having 1 specific health awareness topic to promote per newsletter e.g. Social Prescriber service

Additionally members discussed using the Practice Website and Facebook to promote the work of the PPG and also setting up a specific PPG email address, which LM will investigate.

6. Patient Survey – Draft Results

LM shared the feedback gathered from the patient survey. This had been sent to 2,000 patients via SMS text, was included as a link on the Practice Facebook page and hard copies were available for patients to complete in Practice. 481 responses had been received back across a range of age groups, representing a 24% response rate, which was very good; the 2024 National Patient Survey had only been sent to 306 patients.

The majority of the responses showed positive outcomes to the questions asked. The four areas where this was not the case were as follows:

- Satisfaction with the speed that the telephone was answered
- Length of time to wait for an appointment for an acute illness
- Length of time to wait for routine appointment
- Continuity of care for an ongoing issue

LM confirmed that the percentages need to be slightly reworked, to include those patients who had responded with 'no experience'.

PPG members agreed that once the survey responses were finalised, that the details should be published prior to an action plan being developed, in order that patients had an early view of the results.

7. Q&A

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

- *Confidentiality at front reception* – A PPG member reported overhearing a sensitive conversation between a patient and receptionist and was concerned regarding confidentiality. LM confirmed that at Station Road specifically there is often only 1 member of the reception team present and it is therefore not possible for them to leave the desk. It is for this reason that patients are asked to complete details of their health concern on a template form when attending the Practice. However, LM will discuss with the Reception Manager as a degree of judgement should be used by a receptionist to ensure that patient privacy is protected.
- *Concern was raised regarding the impact on the Practice of the development of the Brenntag Site for a dual registered care home and older persons village* – LM reported that this was of huge concern to the Practice, which is why they had raised strong objections at the planning permission stage. The care needs for the care home patients and those moving onto the site, once built, will be significant. The Practice receives £107.57 per patient per year regardless of their age, care needs, or use of Practice services, including home visits. Care homes do not employ their own medical services and they will therefore look to the Practice to deliver this.

- *New GP Contract Impact* – LM gave an overview of the NHS funding mechanisms for primary care and the real term investment that is planned to take place. While announcements have been made regarding high levels of investment, there are significant costs to be met with National Insurance and National Living Wage increases from 1/4/25, general inflation and higher consumable costs and reinvestment of existing funding, rather than new funding, as had been indicated. The NHS has a significant funding gap and locally there is a £200m deficit, with huge cost pressures for the Practice at a time of increasing demand and patient expectation.

8. Future Areas of Interest

PPG members confirmed that over the coming months they would be pleased to invite the following Practice staff to join the meeting for a 15 minute Q&A session: GP, Dispensary Manager, Reception Manager, Advanced Care Practitioner.

9. AOB

GH requested that the Surgery Website be updated so the tile for the PPG was simply 'Patient Participation Group' and not join the PPG.

10. Date and Time of Next Meeting

The next meeting will take place on Wednesday 2nd April 16.00 – 17.30 at Station Road Surgery.