MINUTES

Patient Participation Group

12th September 2025

Present: Christine Gosling

Rhonda Hewitt

Sinead Molloy-Walsh – Practice Manager

Julia Hall – Reception Manager

Meeting Commenced at 11.00

1. NHS App Open Day
2. NHS app open day was agreed for 7th October starting at 2pm on Time To Learn. Julia will be present and will ask Nicola and Stephanie.

Christine will update the NHS download guidance and email to Julia who will then print copies for the day. Sinead will advertise on the website and on the screen in Reception, she will also contact local charity worker, lee to see if he would like to attend.

Christine will also provide a poster for the open day to include guidance to bring along ID for the open day.

1. Contractual Changes

Sinead advised that there has been a contractual change regarding online queries. From 1st October surgeries will need to have their online contact services accessible to patients between 8am and 6.30pm Monday to Friday – Queensway already has this in place. Currently the response is required within 5 working days, however from 1st October this will be a response within 24 hours, this cannot be an automatic response it needs to be a tailored response to the patient query. She advised that this was going to add further pressure to the administration team.

1. Patient feedback/reviews

Patient feedback was discussed with Sinead providing information on August’s Friends and Family results. These were mainly good and very good with some rating the service as poor and these related mainly to availability of appointments. To encourage more patients to provide feedback it was agreed that we would make signage to be placed near the boxes requesting feedback. There are currently 3 boxes, one by the lift, one in the upstairs waiting room and one in the Treatment Room waiting room.

Rhonda advised that offering a raffle or similar for those providing feedback may be effective, although feedback is anonymous we would look at ways of doing this as it was felt that this was a good idea.

1. Rhonda felt that information regarding call volume and information, such as the ring back option and that your place in the queue is held and that the phone lines hold 15 calls, would be useful on the screen in the waiting rooms.
2. PPG Volunteering

It was agreed that the PPG team would update the community board based in the main reception area. There would not be a fixed time for this just as and when they had time and the availability of new material.

It was also agreed that the would change the board for monthly campaigns, e.g. Stoptober – Julia will provide the resources for this to be done.

It was also felt that it would be useful for PPG members to come to the surgery to help patients queueing at the front desk. They could help by printing off blood forms (Sinead will check whether this would be allowed in regard to patient confidentiality), copying any letters that the patient is dropping off, checking new patient registrations to save the Receptionists time when the patient gets to the desk.

1. DNA’s

This issue was again addressed and Rhonda felt that if it was advertised on the screen with the warning the frequent non-attenders risk being removed from the surgery. Also, the number of appointments missed each month. It was agreed that this was a good idea and Sinead did confirm that in the future we would be sending messages to non-attenders. Sinead is going to check if there was already a message on the screen regarding this.

1. Use of front Reception Area for Drop in Sessions

Christine advised that the recent visit by Sarah regarding COPD was a success, although feels the weather may have deterred some patients from coming to the surgery as it was raining that day. She is still trying to contact CAB to see if they are able to provide a session at the surgery.

1. PPG members

To make the PPG more attractive to potential members it was highlighted that meetings should be held at a variety of times to attract new members, such as working people, mums etc. Maybe an evening meeting on occasion. Christine will also update the poster regarding the PPG and email to Julia so that we can then print this off each time. The next meeting will be publicised on the website and TV screen.

1. Newsletter

The content of the newsletter was discussed – Christine had done a draft of the newsletter and will forward a copy of the amended newsletter to be distributed.

Action Points:

* CG to update NHS app guidance and email to JH
* SM-W to contact Lee, charity worker
* CG to devise a poster to advertise the NHS app open day
* JH to organise signs to be placed near the feedback boxes
* SM-W to look at ways to provide raffle prize without affecting anonymity
* SM-W to update screens to include call information, NHS app open day, DNA information
* JH to provide resources for the monthly campaign board
* SM-W to check whether DBS required
* JH to provide list of all of the areas where the PPG can help at the front desk
* CG to contact CAB again to see if they would run a drop in session
* CG to email poster advertising PPG to JH so that this can be updated with the information regarding the next meeting.

Next Meeting: 12th December 2025 at 11.00