

Patient Participation Group

Zoom Meeting - 8th September 2020

Those Present : Diane Westray, Rosemary Hilliard, Paul Day,
Simon Laurie, Elizabeth Carless, Scott Ridley & Dr Rita De
Appologies from: Christine Powell and Dr Shaheen Jinah

The Patient Group welcomed Dr Rita De to her first Patient Group meeting.

The Survey.

A recent survey took place asking patients for their experiences and feelings about the services provided by the Practice during the last few months and during the “Lock Down”. This included the telephone answering time, Care Navigation, e-consultations and phone consultations.

Scott sent out 9000 text messages to Patients asking them to go to the Practice web site to answer the survey questionnaire, he had compiled.

345 patients filled in the questionnaire, which he thought was within the usual range for people answering surveys.

It was suggested that we should advertise the survey on the Hughenden and PVA website and Prestwood Facebook to give more patients a chance to reply.

Scott took us through each section of the survey.

By and large those who filled in the survey were satisfied with the service provided by the Practice.

It was noted that only 10% of Patients were coming forward to ask for a consultation with a G.P. compared with pre Covid 19 times. There is concern about Patients not coming forward and therefore missing earlier diagnosis on disease/ conditions such as cancer.

A Patient Group Website

www.patientparticipationgroup.co.uk

Scott and Simon are going to work together to present a PPG website page.

This is in order to explain to the patients about the Patient Group, its aims to help the practice in providing better care for the patients: a friendly critical eye with or without feedback from the Patients. To help form Practice policy where appropriate.

We are hoping to increase the PPG virtual group.

The next Zoom PPG meeting is on Tuesday 20th October at 6pm.

Elizabeth Carless

Agenda for discussion.

- 1) We have not formally been told who is the Senior Partner or told of new Partners recently employed.

I note that there are now 10 General Practitioners in the Practice. Dr Sara Cottam, Dr Simon Wilson, Dr Penny Sutcliffe, Dr Anthony Gallagher, Dr Shaheen Jinah, Dr Rita De, Dr Alexander Robinson, Dr Rachel Amess, Dr Sarah Avery and Dr Waseem Kayani.

- 2) How are we going to get in touch with our virtual group i.e. text message to visit the web page as done for the Survey and feedback from the group.
- 3) Closure of the Pharmacy for building purposes. Please could we be informed of such events so we can inform patients.
- 4) Any other business

