

16th November 2022

Patient Participation Group Meeting Minutes

Present: EMIS patient no: 1959, 96, 20547 and 22564.

MMG staff: Dr Chung, Elaine King (Practice Manager) & Adeline Acheampong (Reception Manager).

1 Reminder of meeting etiquette.

2-Update from the GP practice.

Currently appointments can be held face to face or on the telephone; whichever is easier for the patient.

3-Change in access to Health records

This has been postponed until further notice.

4-Practice Survey

A survey in June 2021 was sent to all patients who had received an appointment in the previous year to gauge information on the change in appointment structure – Results showed that overwhelmingly patients preferred face to face appointments but telephone appointments have a place.

Since the survey and the relaxation of pandemic rules – we now give the choice of a face to face appt or telephone consultation to the patient.

5-National Survey results out of the 101 patients seen & surveyed in the last year:

In the National GP Patient Survey, 88% of those surveyed describe their overall experience of this GP practice as good. This compares to the local average of 71% and national average of 72%

The Healthcare professional was:

- A) Good at giving the patient enough time in the consultation. (88%)
- B) Good at listening to the patient (89%)
- C) Good at treating the patients with care and concern (92%)

- D) Good at involving the patient as much as they wanted to be involved, in decisions about their care and treatment. (93%)
- E) Good at making the patient have confidence in them. (97%)
- F) Good at meeting the patients' needs. (95%)

6- Use of CB for appointments

All GP's work at both sites –Windmill and Cricklewood Broadway. They also all have access to the same patient notes.

7-Self check in

This is currently available and in use. This saves patients a lot of time when the reception area is busy.

8-Lunchtime closing

We are closed daily from 13.00-14.00.

This is to ensure all staff both clinical and non-clinical are able to maintain their wellbeing and not become overwhelmed with the busy surgery activities.

9-Suggestions and Comments from PPG Patient members.

How does the surgery currently pass information on to the patients?

Via email, the MMG website, practice booklet, letters and social media.

Communication

Suggestion that there should be a large booklet in reception 'post' covid.

Covid vaccinations

Opposition to the patients having to travel during covid to have the vaccination. MMG were previously administering the vaccinations on site.

Consultations

Patients appreciated that were triaged over the phone but still invited in for a face to face appointment during the pandemic.

DNA

There should be a DNA poster with the percentage of DNA' per week/month & the cost per wasted appointment.

10-Election of PPG chair

No volunteers at the moment.

11 Provisional next PPG meeting date

Meeting will hopefully be held quarterly. So the next meeting should be in the middle of March 2023.