

Patient Participation Group (PPG)



Minutes of Meeting – 2nd December 2022

ATTENDEES:

Spencer Oates – Practice Manager (SLO)

Peter Holmes (PH)

Christine Lewis (CL)

Yvonne Bottom (YB)

APOLOGIES:

AGENDA ITEMS:

1. Practice Survey

Following on from the previous PPG meeting where the results of the National GP Survey were discussed, the practice had taken the opportunity to undertake its own Practice Survey, using the exact same question structure as the National Survey, in order to obtain comparative results. Approximately the same number of patients completed the survey in both cohorts. When comparing the results of these 2 surveys, it could be seen that the local results were much better than portrayed by the National Survey. One particular example of this difference discussed with the PPG was that of accessing the surgery via telephone. The National GP Survey showed that 27% of patients found it easy or very easy to get through to the surgery, whilst our local Practice Survey showed this to be 52% which was in-line with the national average. An example which showed a huge difference between local and national results was the 'overall experience of the surgery'. The National GP Survey stated that 38% of patients found their experience to be good or very good, whilst the Practice Survey showed this to be 81%. Overall, the practice is really pleased with the results of its own Practice Survey and shared these results with South Yorkshire Integrated Care Board as an update to the information previously received from them.

2. Prescription Box at Whiston

It was reported that the prescription box on the outside wall at our Whiston site had a loose lid again. Spencer advised he would look at this and ensure this was repaired and made secure.

3. Feedback about the receptionist team.

The PPG group fed back that they had received a compliment about the receptionist team at Whiston who had gone above and beyond for a patient, and they were extremely thankful of this. Spencer advised he would feed this back to the receptionist team.

Comments and Suggestions

SLO advised that there were no comments or suggestions from the box at either site this time around.

Date of Next PPG meeting: Next meeting scheduled as follows:

**Whiston Medical Centre
Friday 3rd February 2023 at 13:00**