

Minutes from PPG Meeting Held Wednesday 19.09.24 at 12PM

Attendees

FK (MMP staff)

IK (MMP staff)

NOG

JI

JP

Apologies

MS

AA

Sign off Minutes last meeting

The PPG signed off minutes from last meeting.

New Membership

FK advised PPG members to actively speak to patients to join PEG. - Action for PPG Members

Fernbank Closure

FK informed PEG members that the closure of Fernbank will take place on the 30th September. FK informed members that there were 2 PEG meetings held, in which MMP management and some of the PEG members were present. JP mentioned she thought the meeting went well. All areas were covered in regards to Fernbank closure.

V Consult

NOG mentioned that she felt that the V-Consult was going well, the only issue she said she faced was when it asks you to describe your issue, and you have to add too many characters, which she felt is unnecessary. FK explained patients were initially reluctant to use V-Consult, but now they are much happier and the utilisation of V-Consult has increased. NOG asked if we can accommodate for patients with language barriers when asked to complete V Consult, FK informed member that the staff can complete the V-Consult on behalf of the patients.

National GP Patient Survey

FK explained that the National GP Patient Survey results were published in July 2024 and a comprehensive action plan has been formulated following patient feedback. The analysis, along with our action plan will be circulated amongst PPG members in due course.

Any Other Business

FK explained to the members that we now have 4 salaried GPs working with us and she informed of how many sessions they work. FK also informed members that we are in the process of recruiting a new salaried GP. Members were impressed by this and they said this will improve patients' experience, as they will be happy that they have regular doctors to see. FK went on to explain that having regular GPs has reduced the complaints we have been receiving in regards to access, the last complaint we received was in June, members said they feel we are doing a good job with improving the practice.

PPG members informed FK that they now have a PPG members WhatsApp group.

JP said she has seen our salaried GP, Dr Ali and she was really happy with the consultation.

Members asked about enhanced access clinics, FK explained they are currently held on a Saturday at Fernbank.

JP asked if we have any flu clinics, FK informed her that we have dedicated flu clinics starting from the 3rd Oct. JP also asked if patients had been coming for the MMR vaccine after the outbreak, FK informed her that the surgery had sent invites to patients that are due for the MMR and the uptake has improved.

Date of Next Meeting

Tuesday 5th December at 11am