

Patient Participation Group - Meeting 1

Date

Tue 13 May All day

Location

Reception

Details/Agenda

- **Introductions** - DM / CT / Partner / PCN
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- **PPG - What is it? What are we hoping to achieve?**
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A Patient Participation Group (PPG) aims to enhance the patient experience and improve healthcare services by actively involving patients, carers, and GP staff in discussions and decision-making related to the practice. Essentially, PPGs strive to put patients at the heart of the practice and ensure their needs and preferences are reflected in the services offered.

Here's a more detailed look at what a PPG hopes to achieve:

- **Improved Patient Experience:**

By gathering feedback and suggestions from patients, PPGs help the practice understand what works well and where improvements can be made, leading to a more positive and patient-centred experience.

- **Enhanced Communication:**

PPGs facilitate open communication between patients and the practice staff, fostering trust and understanding.

- **Better Service Delivery:**

By actively contributing to the planning and development of services, PPGs ensure that the practice is meeting the needs and preferences of its patients.

- **Increased Patient Involvement:**

PPGs empower patients to take an active role in shaping the healthcare services they receive, fostering a sense of ownership and responsibility.

- **Health Promotion and Education:**

PPGs can play a role in promoting healthy behaviours and providing patients with information about their health and well-being.

- **Improved Health Outcomes:**

By improving patient experience and service delivery, PPGs can contribute to better health outcomes for patients.

- **Enhanced Practice Staff Development:**

PPGs can provide valuable insights into patient perspectives, helping staff improve their skills and knowledge.

- **Advocacy for Patients:**

PPGs can act as a voice for patients, both within the practice and with other health and care organizations.

- **GROUND RULES**

- The PPG meeting is not a forum for individual complaints and personal issues
- Silence indicates agreement – speak up if you would like your suggestions to be part of the discussion!
- Open and honest communication applies to all
- All views are valid and will be listened to.
- Be flexible, listen, ask for help and support each other.
- No phones or other disruptions
- Respect the practice and patient confidentiality at all times.
- Discrimination on any grounds will not be tolerated.
- Demonstrate a commitment to delivering results as a group
- Start and finish meeting on time and stick to the agenda.

PPG Roles appointments

How often will we meet?

Every 3months (4 times a year, or as required if there is something we wish to discuss sooner).

Best times to meet? - For discussion as a group

EAS

Discuss possible options - early morning, lunchtimes, evenings, Saturdays - any thoughts on this?

- **Appointment System feedback** - For discussion with group
- **Phone system feedback** - For discussion with group

Minutes

PPG Intro Meeting

Date + Time: 13.05.25 at 1-2pm

Attendees: Debbie (Practice Manager), Chereese (Reception Lead) x10 Patients

Agenda

Introduction 1

PPG - What it is and what are we hoping to achieve 2

PPG Roles 3

How often we should meet and when 4

Agreed method of communication 5

Discussion 1: Debbie introduced herself and Chereese to the group, introduction to the partners at the practice too.

Discussion 2: Explained we are here to collaborate with our patients and give a good service where we can. We are open to new suggestions and feedback. Confirmed that the meetings are not a place for personal complaints but open discussions on topics that may affect the patient / general running of the surgery.

Discussion 3: Roles discussed within the group that would be required for the PPG going forward. Debbie Chair, Vice Chair and Secretary. We had some volunteers but final decisions TBC. Responsibilities of these roles discussed.

Discussion 4: Debbie asked the group what times were best for meetings, agreed the next meeting will be over a lunchtime as it appeared to be easier for the group. Debbie advised the group we are open to evenings and weekends also. Group agreement to meet quarterly and any urgent meetings for discussions can be held if something important comes up.

Discussion 5: The group were asked their preferred method of communication, via SMS / Email or post. Everybody confirmed they had use of mobiles and emails The group shared feedback to be mindful of those who may not be as efficient on mobiles / technologies.

Other comments:

- The group raised their concerns with the walk in centre service currently reducing and the uncertainty of the closure. There was an open discussion around this and how patient would be affected. Debbie shared that there is no plan in place as of yet until a final decision is made, however as a practice we understand the problems with getting an appointment that this can cause.

Actions

- Circulate minute notes
- Send invites for the next meeting date in August
- Confirm PPG roles within the group
- Plan next agendas