

Heswall and Pensby Group Practice

Patient Participation Group

Minutes of Annual General Meeting

18 November 2024

Minutes of last meeting

Agreed

Matters arising from the minutes

- a) *Practice website* – Some updating has been seen and the minutes of the October PPG meeting were posted promptly.
- b) *Voice bubbles* – Have not been removed.
- c) *Patient complaints* – It was agreed that we would ask the practice to provide a summary of complaints at each meeting held at the practice.
- d) *Membership of National Association for Patient Participation (NAPP)* – One member offered to review the relative merits of NAPP and the Patients' Association.

PATCHS

Two members had criticised the PATCHS appointment system because:

- It asks irrelevant questions
- It asks questions patients cannot answer unless they have specific medical equipment, e.g. pulse oximeter.
- Appointments are too far ahead in relation to the perceived needs of the patients
- Appointments are not always with a doctor
- Doctors will only discuss one issue
- The link to PATCHS is not easily found

On discussing these issues, it was suggested that patients could phone the surgery to request an earlier appointment (experience has shown that this has been effective). If the patient has more than one problem, they can submit multiple PATCHS and if they prefer to see a doctor, they can request it.

It was agreed that patient experience with PATCHS should be a feature of next year's patient satisfaction survey.

PPG activity in 2025

Members were asked to give some thought to how we might meet the aims of our mission statement in a proactive manner. For discussion at the next meeting.

Recruitment of new members

It was agreed that this will be deferred until the new year.

Any other business

- a) A member asked if there were enough GPs to meet the needs of the patient population, how many were part time and if a rota showing doctors' work schedules could be made available.
- b) A breakdown of appointment waiting times was requested
- c) A list of dates for next year's meetings will be distributed as soon as possible. The practice has been asked to provide a list of dates and times for the practice-based meetings along with the doctor who will be attending.

Date of next meeting to be advised