

Minutes Patient Participation Meeting

26 August 2025

Attendees: TWW: PM | KATY: PCN

Patients: LS | PA | VW

1. The meeting commenced at 1:00pm with refreshments. The Practice Manager welcomed everyone.
2. The group were all provided with a copy of the results of the National survey, and the recent practice survey with a copy of the practice survey questions that were handed out to all patients attending the practice, the survey took place over a 2-month period.
3. TWW went through all the questions and the results within the survey, along with the results from attending patients. The group agreed that we had received good results, however there was one comment regarding a member of staff being a little bit noisy, TWW explained that the survey was going to be discussed at the next practice meeting.
4. The group all interacted and made a few suggestions, which was extremely useful.
5. We also discussed the results of the national survey which is a little bit disappointing due to the number of returns. It was noted that we had done well in some areas, however there were a couple of areas that we needed to improve, TWW explained that following our next practice meeting an action plan would be implemented in which we will set a timeline, and the progress will be monitored.
6. One of the group members mentioned that she had noticed that she had attended on one occasion and felt that the staff member that was working didn't acknowledge her for quite some time even though she was waiting at the reception area, TWW agreed that this would be discussed as an agenda item at the next practice meeting.
7. We also had a brief discussion as regards to the upcoming flu vaccination, and Covid season in October, and that we planned to provide Saturday clinics also.
8. TWW spoke as regards to moving over to the triage system from 1st October the group agreed that they would have a think about any suggestions.

The meeting lasted approximately 1 hour.

The next meeting is planned for TBA