



**MINUTES OF PPG MEETING (held on Zoom)**  
**Tuesday 14<sup>th</sup> of May 2024**  
**Belmont Medical Centre**

**List of Attendees:**

Ken Buckler  
Peter Lassoff  
Claire Picton  
Carole Mann  
Judy and George Cooper  
Dr Jyoti Ramchandani (Practice)  
Apologies:  
Zoe Taylor (Practice)  
Keith Hales

Ken opened the meeting and welcomed everyone.

- Synergy PPG meeting was good, lots of discussion. Various apps, NHS etc, so we could use a patient apps session for people to show them how to use the NHS app. Better than Patient Access app. Would help train people. The way forward to benefit from it. Better, more accurate info on the NHS app compared to other apps. Also, everything in one place. Ken will contact IFRA to set up something for the whole group, all three practices to sort it out.
  - Tough to encourage people to attend.
  - Very different modes of contact – letter, app and texts. Need to be consistently in one place.
  - Jyoti – need to ensure those *without* a smart phone can also be contacted, so will be varying modes of communication for now.
  - Can contact hospitals to say you only want app comms instead of hard copy as well.
- Bribe people with food to attend. Or vodka?
- Contacting patients for surveys etc. Encourage people to fill out surveys after a session. Send them a text with a link?
- Surveys need to be more fleshed out than 'are you happy'.
- Negative bias from surveys – only complete if there's a problem basically.
- Practice reports back on patient surveys. National ones as well as the Practice's ones. National one about access as well as experience of the appointments etc. National one goes by the post. Mixed as to who has received one of the national surveys.

- Note: survey is distributed randomly. Details: <https://www.gp-patient.co.uk/>.
- GMC requirement for surveys once every five years for each GP.
- Ken will ask Zoe to send a reminder for Friends and Family survey after an appointment.
- Synergy – roadshows, volunteers from PPG to ask people to be there to encourage others to join the PPG.
- Next Covid booster – over 75s. Nothing else announced yet.
- MacMillian volunteer at Hillingdon Hospital, Carole Mann. MacMillian and Citizen's Advice Bureau – partnership with HH, welfare benefit service for patients in the Borough. Local resources. Need to know how to access this – self-referral probably.
  - Hospital-based at the start, then community outreach.
- Another doctor starting this week, extra four sessions/week, extra 60 appointments minimum/week.
- More face to face appointments now. Telephone system works v well.
- Patchs – usually open 24/7.
- Patchs – request to indicate GP you do *not* want to see. Answer – put into free text your request.
- Will be another Synergy PPG meeting moving forward.

P Lassoff, 14/05/2024