

TOGETHER FOR PATIENTS

THE ORCHARD PARTNERSHIP



PPG MINUTES



The Orchard Partnership Patient Participation Group (PPG)

Meeting Minutes

Date/time of meeting: 11th March 2024, approx. 12.30-1.30pm

Venue: MS Teams (online)

In attendance: Carole Slater (patient), Pauline Rose (patient), Dr Ali Corke (TOP) and James Druce (TOP)

Apologies: Pete Blackman

Points discussed:

- The assembled were welcomed and time was spent catching up and greeting.
- Previous minutes were reviewed and accepted by those present to be correct and an accurate reflection of the previous meeting.
- Any required action was reviewed, but nothing significant outstanding.
- The last PPG Christmas event was reflected on. Whilst disappointing that there were no new attendees, it was felt the event was proportionate, appreciated by the PPG members and was enjoyable to have an in-person meeting together at the practice. The group shared the value of the more social element being together in-person and it was agreed we would try and alternate meetings between in-person and online.
- The recent period of junior doctors' strikes is having an impact on referrals into secondary care (and the delays caused) but TOP clinical teams are trying to manage this as best they can, communicating with patients to try and help manage expectations; as well as inform patients where they can get information about wait times.
- James shared the consistent impact of elevated pressure on Primary Care at present, with fixed resources and seemingly increased demand – particularly of note are the patients with increased mental health care needs. This is seen in the surgeries at receptions where patients can sometimes have quite unrealistic expectations and demands.



- Friends and Family Test feedback continues to be very positive, with 97.2% of patients rating the practice as “very Good” or “Good”. This is highly encouraging and a slight increase on the last quarters figure of 96% for the same categories of feedback.

Written feedback was very positive, with a small selection of the latest comments:

“I was listened to, and action was taken.”

“Doctor was excellent and very informative.”

“Patient, reassuring and unrushed appointment.”

“Seen promptly, very thorough appointment with GP.”

“Always polite and helpful, magnificent surgery. All your patients are so lucky to have such a team at Orchard Surgery. Well done to you all!”

“Cos it’s an excellent surgery.”

“I had forgotten the day of the appointment, but the Doc rang me and had a phone consultation. Very much appreciated.”

“The surgery is a bonus with attentive staff and provides excellent service.”

There weren’t any negative comments, only that one comment that a blood pressure cuff was a bit tight during a consultation.

- A member of the PPG asked how the new owners/managers of the Wilton pharmacy has been since our last meeting. Dr Corke reported that the practice had noticed a positive improvement in communications, stock levels and general efficiency – this has helped the practice patients, which is very welcome.
- James reported the new patient online registration process continues to be working well and the NHS Digital team are making improvements based on feedback, so this seems to be a very positive move and is helping with patient accessibility and increased convenience.
- James shared the Fovant waiting room redecoration has gone well, and a new noticeboard is being added with increased information about health and wellbeing campaigns.
- James shared that some information posters have recently been updated, including information about the defibrillator location on the village hall.
- It was shared that Stapleford will be getting a defibrillator soon as well.
- It was shared that it is currently The Lullaby Trust “Safer Sleep Week” and the practice is running a social media campaign, as well as providing updated information to all clinicians.
- Carole shared that there was to be a fundraiser raffle by the Friends of Till Orchard Surgery (Shrewton) on 28th March. James offered to help promote the raffle and will create a social media post for the practice Facebook.
- It was discussed how there may be some ways to help recruit new members to the group, as it was recognised that it was a small group and it might be advantageous to increase its size. We acknowledged that efforts had been made in social media posts, leaflets, posters and invitations to the last PPG Christmas event, however it was suggested perhaps we could issue some further posters explaining the overall



benefits of the group, as well as the option to be a “virtual” member (no need to attend meetings, but could provide feedback/input via email, as well as receive minutes etc). It was thought to be a good idea, and so James will arrange for some new posters and publicity. It was thought this would probably be a long-term project.

- The group was finally asked if they felt the practice could do anything to improve or provide a better patient service, and it was felt there was nothing substantial to be done at this stage.
- Everyone was thanked for their attendance and the meeting was closed.

Date of next meeting:

Date: Mon 10th June 2024 – 12.30pm

Venue: Old Orchard Surgery, Wilton (upstairs meeting room)

