

Dr A Nandanavanam's Surgery



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Pendeford Health Centre
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Patient Participation Meeting June 2025

Place: Pendeford Health Centre
Date: 18.06.25 Time: 5pm-6pm
Chairperson: Sharon Harris
Attendance: Jenna Raybone (APM), Megan Fern (Minutes),
SS, HB, JE, PT, RT, AM, MM, MO

Apologies

Minutes

- **Welcome and introduction of members including any new members.**
- **Purpose of the PPG group “ensure that patients are involved in the decisions about the range shape and quality of the services provided by the practice and PCN” through effective sources of patient and carer feedback. A reminder that we can’t discuss individual cases at the meeting.**
All attendees agreed and understood.
- **Minutes from the last meeting.**
2 PPG members expressed concerns that their surnames were spelt incorrectly.
Actions Identified
- **To amend**
- **Previous PPG representative for the practice, who attended the network PPG meetings, is unable to attend moving forward and so we are looking for a new representative.**
No attendee wanted to take on this role at current. SH explained role thoroughly and advised would retrieve more information to present at next meeting
- **Actions Identified**

- SH to prepare more information for patients for next meeting.
- **New appointments system – Went live 01/05/2025. 2,278 requests received so far, on average that's 46 requests per day.**
 AM+MM advised they were quite happy with the total triage system, no concerns. Happy with service. Explained their personal experience.
 How to book nursing appointments- to contact surgery by phone.
 JE queried walk in requests for triage- acceptable, receptionists will complete form if a patient attends reception however JR did advise the risk of a patient's medical problem being disclosed by themselves in reception to the public. SH did patients always have the opportunity to speak to a receptionist in private- Notices up.
 Booking procedure from the surgeries end explained to patients. How it is triaged by GPs and how receptionists' book accordingly. 1 problem per request explained.
 Attendees did raise concerns that sometimes they do not know who they are seeing. Advised we can send text message to inform patient of date, time location and the clinician they are seeing.
Actions Identified
- **Staff to send text messages to patients regarding date, time location and clinician they are seeing. If SMS not suitable for patient, staff are to inform upon booking appointment which clinician they are seeing.**
- **Winter pressures appointments provided January 2025. We were only required to provide 15 extra appointments, surgery provided 46.**
 No comments made.
- **Friends and Family Feedback – see results and comments.**
 No comments made.
- **Newsletter – Following our Newsletter in April, is there anything you feel you would like us to include?**
 SS advised would like us to include that total triage requests can be made at a later part in the day (as some patients might think this service is only available at 8am) and that requests can be made through total triage for future appointments, instead of waiting till 8am on the particular day they want the appointment.
 JR suggested adding a "FAQ" regarding total triage – this is to be added to newsletter and sent to patients via text message.
- **Any other business.**
 AM raised the issue of out of stock medications and issuing an alternative. The attendee's perspective on this was the GP should know when they are prescribing if a medication is out of stock they should do an alternative in the first instance. It was explained the GP/surgery is not always informed if a medication is out of stock until the patient rings up and informs us. At this point when the receptionist is informed they task the GP same day to issue alternative- Attendee never had an issue when their own medication was out of stock and was sorted same day by surgery (praised surgery)- unaware GPs/Surgery not always informed.
 All attendees informed we receive major alerts for lifesaving medications such as insulins etc.

- JE advised her son had a very good experience with the surgery from reception through to the GP.
 - Attendees advised on patient information screen it states PPG meeting is march.
 - Women's health event- good outcome. Presentations and stalls regarding Smears, breast cancer etc.
- Actioned Identified.**
- **JR to update patient information screen.**
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- **Next meeting 17th September 2025 at Pendeford Health Centre 5pm-6pm.**