**Chalfont Surgery**

**Patient Participation Group Meeting Minutes**

Date/Time: Thursday, 3rd of October 2024, at 1 pm

Attendees:

* Mario Paschalides - Practice Manager
* Dr. Vitalis Ojike - Lead General Practitioner
* Linda Cooper – PPG Member
* Sara Karakus – PPG Member
* Maggie Markova – PPG Member
* Jeniffer Jenkins – PPG Member
* Ayse Kapucu – Admin Team Leader

**Agenda:**

**Minutes of last meeting**

* GP Surgery updates
* Patient survey results
* AOB
* Date of next meeting

**Minutes of last meeting**

* **Surgery Reception Renovation**

Mario brought up the upcoming renovation of the surgery’s reception area, with plans to enlarge the space and relocate the desk. While this would cause some disruption, the goal was to improve services for patients in the long run.

**GP Surgery updates**

* **Online Booking System**

The group also discussed the new online booking system, focusing on obtaining patient feedback to understand its ease of use and effectiveness. They acknowledged that some elderly patients might find the online system difficult to use, so they ensured there were phone support options available.

* **Vaccination Updates**

Vaccination updates were shared during the meeting. The RSV vaccine became available on September 1st, targeting vulnerable groups such as the elderly, pregnant women, and young children at risk. The COVID-19 vaccine remained available, particularly for those over 65, alongside the shingles vaccine for individuals aged 65 or older. The group highlighted the importance of vaccinations, especially during the winter months.

* **Patient survey results**

Patient satisfaction was high, with survey scores of 91%-92% and a Google review rating of 4.6 stars. The group aimed to continue improving and gathering feedback.

**AOB**

* **Appointment Booking Feedback**

Feedback on the new appointment booking system was mixed; some patients found it easy to use, while others had issues with availability. The group recognized the need for continuous improvement and gathering feedback from patients.

* **Test Results Communication**

Patients expressed frustration over delays in receiving test results, especially when they weren’t contacted about the outcome. The group explained that patients usually aren't contacted if their results are normal but could always reach out if they had questions. This led to a discussion about improving communication when results required action.

* **Medical Equipment Instructions**

A patient shared confusion over using a 72-hour heart monitor from North Middlesex Hospital due to unclear instructions. The group agreed that better, both written and verbal, instructions were needed to help patients use medical equipment correctly.

The meeting also touched upon the new booking system, acknowledging that it was a step forward but identifying areas for improvement to ensure accessibility for all patients. They discussed the importance of gathering continuous feedback to enhance the patient experience.

* **Personal Experiences**

One participant shared their experience helping their mother navigate the online system, highlighting issues with the requirement of a passport or driver’s license. Improvements in average call times were noted, reducing wait times by 85%, making it easier for patients to reach doctors.

**Date of next meeting**

The next meeting was scheduled for February 6th at 2 PM.