

**Archway Surgery**  
**Patient Participation Group (PPG)**  
 Tuesday 11<sup>th</sup> of February 2025

**Minutes**

1.	<p><b>Present:</b> JW, EW, JH and DPT</p> <p><b>Apologies:</b> No apologies received.</p>	
2.	<p><b>Welcome and Introductions:</b></p> <p>DPT and JH welcomed the PPG members, JW and EW and introductions were made.</p> <p>DPT and JH expressed their appreciation for the attendance at the meeting and the hopes to grow the group and again encourage our patients to be involved in improving the service the surgery provides. All are welcome.</p>	
3.	<p><b>What is a PPG?</b></p> <p>DPT provided a brief explanation of the purpose of the PPG, its role in supporting the practice, and how it aims to enhance patient experiences and services.</p>	
4.	<p><b>Patient Survey report:</b></p> <p>DPT and JH shared the most recent patient survey report and explained the results and things we are looking to work on/ worked on.        For example:</p> <p><b>Website</b> - the surgery has been working on a new and more modern website which will be more user friendly on a desktop computer and on a mobile device.</p> <p><b>Telephone System</b> – On 9<sup>th</sup> January 2024 the surgery went over to Cloud Based telephony. This allowed the surgery to have a more modern system. It does record all calls and although some were sceptical of losing the personal service provided by the team, they have been pleasantly surprised as we have kept the options very short so patients get to speak to a receptionist very quickly.</p>	
5.	<p><b>Staffing and updates:</b></p> <p>JH and DT provided an update on the new team members:</p> <ul style="list-style-type: none"> <li>• Dr. H Wadud (male GP) – working all day on a Monday. Since joining the surgery the patient feedback has been very positive.</li> <li>• Bridget (Medical Receptionist/Admin)</li> </ul> <p>The discussion also covered the contributions of the PCN team and</p>	

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	<p>locum staff. JW shared positive feedback about locum Dr. A Shah, commending her diagnostic skills, which had been recognised by a cardiologist. EW also shared a positive experience with the First Contact Physio, Joyline.</p> <p>Additional topics discussed:</p> <ul style="list-style-type: none"> <li>• Recent patient complaints – an update was given regarding the number and nature of complaints received.</li> <li>• Current patient list size – 2,674</li> <li>• Appointment types and slot durations – an update of the slot types and availability e.g. e-consultations and ‘on the day’ appointments.</li> <li>• Role of the Carers Champion we explained the importance of the role and the need to capture carers.</li> </ul>	
6.	<p><b>PPG Feedback:</b></p> <ul style="list-style-type: none"> <li>• The provision of a blood clinic at the surgery was highly praised.</li> <li>• JW appreciated the useful patient information displayed on the notice boards.</li> <li>• JW and EW reported ease in reaching the surgery via phone and found the reception team helpful.</li> <li>• EW noted a less satisfactory experience with a recent diabetic appointment.</li> <li>• <b>Action:</b> This feedback will be raised at the next Clinical Governance Meeting (CGM).</li> <li>• Discussion on waiting room seating and ventilation; reassurances were provided.</li> </ul>	
7.	<p><b>Future Meetings:</b></p> <ul style="list-style-type: none"> <li>• Agreed to hold meetings on a quarterly basis.</li> <li>• Face-to-face meetings preferred, but virtual attendance will be accommodated based on majority preference.</li> <li>• Late afternoon time slots to be considered to encourage greater attendance.</li> </ul> <p><b>Action:</b> JH to share meeting minutes with the PPG group and next meeting dates and times to be discussed.</p>	
8.	<p><b>AOB-</b> No additional business was raised.</p> <p>DPT and JH thanked the members for taking their time out to attend the meeting.</p>	

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9.	<b>Next meeting – In May 2025 – date to be confirmed.</b>	
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