

PPG Meeting 4, 9th April 2026 meeting held by Lead CD minutes taken by KT

1. Attendance & Opening Notes

- **Brief overview of the last meeting where we discussed putting a summary of the minutes on our website for everyone to read.**

2. Areas of Improvement

Attendee: When requesting prescriptions online and extra information is added using the free typing box, please could this be read.

A patient asked whether they were the *correct person* to attend PPG.

- **Lead confirmed yes**, the group wants a wide variety of patient voices.

Attendee felt a form response (re: prostate) sounded robotic; wants more humanity in automated messages.

Attendee raised concerns about:

- Triggering language used in communication.
- Texts feeling unprofessional or cold.
- Wants wording reviewed to avoid negative tone.

Lead agreed to investigate this outside the meeting if this was something the patient would like to discuss further.

Attendee reported reception staff often:

- Don't know when PPG meetings are.
- Don't seem aware of the PPG at all.

Lead said posters are displayed and information is sent out, also reception can call **Lead** at any time to ask for any information re this. **Lead** will improve internal communication and staff awareness.

Attendee noted staff have a heavy workload.

Attendee queried sample procedures and mentioned incorrect handling of samples. Which has led to a delay in results. Is considering leaving the surgery as there has been lots of mistakes.

Action: **Lead** noted areas of improvement included personal communication and text messaging wording needed looking at.

3. Text Messaging System & Feedback

- **Lead:** When an appointment has to be cancelled reception have queried if they can go back to sending a text to avoid disturbing people early in the morning.
- Attendee This would not work for me.
- **Lead** The text would include advice on rebooking.

- Attendee: Batch cancellations would be quicker, maybe include a message to say 'any queries or confusion please call reception'
- Attendee: Asked if the text system is quicker.
 - **Lead confirmed yes**, it is more efficient.

4.FFT- Friends and Family Test

- **Lead** Feedback forms usually sent post appointment with a GP or Nurse
- Attendee: Has never personally received one.
- **Lead** Explained feedback is anonymous and it is randomly generated who receives the text.
- Attendee also noted NHS often ignores reasonable adjustments.
- **Lead:** FFT survey data is included in the monthly newsletter and positive feedback displayed on the staff positivity board.
- Attendee suggested advising patients how to follow the complaints procedure if dissatisfied.
- **Lead:** The feedback provides both positive and negative feedback.

5. BG Site Questions

- Attendee asked why BG opening hours have been cut.
 - Lead explained there was a retirement and a new staff member.
- Query about whether BG is getting a new dispenser.
 - Lead explained dispensing procedures and why they must close for periods of time.
- Attendee asked why there are no doctors at BG.
 - Lead clarified doctors are still present, and patients can request BG on the form.

9. Additional Notes

- Attendee asked how someone accessed all his records.
 - **KT** advised submitting a **SARS form**.

10. Meeting Close

- Meeting ended at **2:50pm**.