

# TOGETHER FOR PATIENTS

## THE ORCHARD PARTNERSHIP



PPG MINUTES



### The Orchard Partnership Patient Participation Group (PPG)

#### Meeting Minutes

**Date/time of meeting:** 10<sup>th</sup> June 2024, approx. 12.30pm

**Venue:** MS Teams (online)

**In attendance:** Dr Ali Corke (TOP) and James Druce (TOP)

**Apologies:** Pauline Rose (patient)

#### Points discussed:

Short meeting as wider PPG members were not in attendance on this occasion. These minutes are provided as a note to what would have been shared with the PPG group.

- Covid clinics – went very well with all those eligible being invited. There seems to have been a very high uptake. Some challenges for some housebound patients having the vaccine due to logistics/scheduling/supply challenges (due to way vaccine was being distributed this time), but all that wanted the vaccine had the opportunity to receive it. Next vaccination program is expected to be in the autumn.
- There have been some team updates with new starters joining the Partnership team in admin and reception depts, which has been very welcomed by all. These team members are replacing some of the hours lost through previous staff retiring/moving on, but in time it will be highly beneficial for the teams with increased capacity and a broader range of skills.
- We have had a very busy Winter into Spring with continued health service pressures, but things appear to be quieting down a little as we enter Summer. This will hopefully give us the opportunity to catch up on projects and administration.
- We have had some flooring replaced in certain staff areas at Wilton. It has been an added pressure as the administration dept continued to be operational, but the team coped well and worked hard to try and deliver a “service as normal”.
- There have been a couple of small donations towards the surgery’s equipment funds, which although small are greatly appreciated. Donors have been thanked.



- We continue to try and do some minor updates in waiting rooms with additions of health/wellbeing noticeboards and replacing broken TV's.
- The new websites are developing well, and progress is being made for their launch over the summer. We have been working with an external website developer to help produce the new sites which are designed to meet access standards and provide more relevant information for patients.
- Friends and Family feedback continues to be very strong with 97.2% of the 642 patients who gave feedback in April 2024 rating the partnership as either Good or Very Good. This was the same as the last quarter average. Selection of comments included:

*"Excellent. Rang first thing. Apt at 9:45hrs. Walked out with the meds by 10:15"*

*"Seen quickly and treated with respect."*

*"Staff are always friendly helpful quick and efficient. The surgery was running late this morning, but the receptionist kept us all informed of the delay, and reassured that no one had been forgotten."*

*"The doctor dealt with my symptoms effectively and will refer me as I had hoped."*

*"Got immediate appointment, diagnosis, and prescription. What was not to like."*

*"Excellent service good explanation of my blood results and very easy to understand. Very good doctor and very helpful."*

*"Admin staff very helpful and the nurse I saw was very kind and reassuring"*

- 1.2% rated the partnership as Poor or Very Poor and 1.6% rated the partnership with Don't know / Neither response. Selection of comments included:

*"I don't feel like the GP listened"*

*"Not being taken seriously – going private"*

*"The appointment, as usual, was carried out efficiently and the further actions explained clearly."*

(This last comment was in fact very complimentary, and so it suggests the respondent accidentally selected "poor" and probably meant to choose "good or "very good").

#### **Date of next meeting:**

**Date:** Mon 9 Sep 2024 – 12.30pm (IN PERSON)

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

