



Patient Participation Group (PPG) Meeting

Minutes of Meeting held on Monday 25 March 2024

6.00 pm – Charles Street Waiting Room

Chevin Medical Practice

Nicola Lawton - Practice Manager

Vicky Brady - Patient Services Manager

Jenny Firn - Practice Support Manager

Patient Participation Group

5 members attended

1. Apologies, Welcome and Introductions

- i) All were welcomed to the meeting, housekeeping was covered, and introductions were made.
- ii) The new Practice Manager, Nicola, introduced herself to the group. Nicola joined the Practice at the beginning of the month (March 2024).

2. Practice Update

- i) Two GPs are now on maternity leave. Cover is in place with locums who have worked with us for some time.
- ii) Due to previous feedback, it was confirmed that the information screens in Practice waiting rooms have been slowed down.
- iii) Nicola, Vicky and Jenny represented the Practice at the recent Dementia Roadshow arranged by Otley Action. This was a very successful and beneficial event.

3. AOB

- i) Noticeboards / waiting rooms – discussion held on the number of posters in the waiting room. It was noted that many are compulsory and are NHS or other official publications. However, it was agreed that further consideration will be given to these with a view to ‘tidying up’. It is not always possible to consider the height of the notices due to limited space in surgeries.
- ii) The group were thanked for completing the short Otley PCN (Primary Care Network) questionnaire regarding access. The group were reminded about the ‘*everything you need to know about your GP practice*’ leaflet which is available in each surgery. The leaflet includes a very useful page detailing the different health professionals available.
- iii) Complaints and reviews: the Practice is fortunate to receive overwhelming positive reviews. Complaints are dealt with at a management level. Feedback received through the NHS FFT (Friends & Family Test) is consistently scored at over 98% for patients finding the service ‘Very Good’ and ‘Good’.
- iv) A brief discussion was held to advise on areas that the in-house pharmacy team can assist patients with. The positive impact this has on GP workload was noted.

4. Date of next meeting

- To be arranged.