

## PPG Meeting Tuesday 25th March 2025

**HHR staff:** Stacey H, Neil R & Leanne M

**Attendees:** MM, CB, & MP

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**Patient Participation Group Recruitment:** Stacey, the operations manager at Herne Hill Rd, introduced the purpose of the meeting, which was to recruit patients for the Patient Participation Group (PPG). The group will meet quarterly to discuss practice topics and organize activities like walking groups and afternoon teas.

- **Meeting Purpose:** Stacey introduced the purpose of the meeting, which was to recruit patients for the Patient Participation Group (PPG). The PPG will meet quarterly to discuss practice topics and organize activities such as walking groups and afternoon teas.
- **Recruitment Efforts:** Stacey explained the recruitment efforts for the PPG, emphasizing the importance of patient participation in discussing practice topics and organizing community activities.
- **Quarterly Meetings:** The PPG will hold quarterly meetings to discuss various practice topics and organize community activities, providing a platform for patients to engage and contribute to the practice.

**CB Participation:** Stacey invited CB to join the PPG, explaining that it involves attending quarterly meetings and participating in community activities. CB agreed to join, mentioning her long association with the surgery.

- **Invitation to Join:** Stacey invited CB to join the PPG, explaining that it involves attending quarterly meetings and participating in community activities.
  - **CB's Agreement:** CB agreed to join the PPG, mentioning her long association with the surgery since 1987 and her willingness to participate in community activities.
  - **Participation Details:** Stacey provided details about the PPG, including attending quarterly meetings and participating in activities like walking groups and afternoon teas to foster community engagement.
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**Feedback on Triage System:** Stacey and Neil sought feedback from CB and MP on the new triage system implemented in April 2024. CB found the system frustrating, especially when trying to book appointments online, while MP expressed concerns about the limited availability of the online portal for non-urgent messages.

- **Feedback Request:** Stacey and Neil requested feedback from CB and MP on the new triage system implemented in April 2024, aiming to understand their experiences and concerns.

- **CB's Frustration:** CB expressed frustration with the triage system, particularly when trying to book appointments online. She mentioned difficulties in navigating the system and the need for assistance from her daughter.
  - **MP's Concerns:** Mark highlighted concerns about the limited availability of the online portal for non-urgent messages, emphasizing the inconvenience of not being able to send messages outside specific hours.
  - **System Explanation:** Stacey explained that the triage system allows for more efficient appointment scheduling by directing patients to the appropriate services, such as self-help, pharmacy, or physio, based on their needs.
  - **Assistance Offered:** Stacey offered assistance to patients who have difficulty with the triage system, mentioning that the team can complete the triage form on behalf of the patient over the phone.
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**MP's Feedback:** MP shared his frustration with the inability to send non-urgent messages or administrative information outside of specific hours. Stacey and Neil acknowledged the issue and promised to look into it.

- **Non-Urgent Messages:** MP expressed frustration with the inability to send non-urgent messages or administrative information outside of specific hours, highlighting the inconvenience it causes.
- **System Limitations:** MP mentioned the limitations of the online portal, which restricts the ability to send messages after a certain number of messages have been received for the day.
- **Response from Stacey:** Stacey acknowledged MP's concerns and explained that non-urgent administrative forms should be available throughout the day, promising to look into the issue and update MP accordingly.
- **Neil's Commitment:** Neil committed to checking the availability of the online portal for non-urgent messages and promised to get back to MP with more information.

**General Satisfaction:** Despite the issues with the triage system, both CB and MP expressed overall satisfaction with the surgery and its services.

- **CB's Satisfaction:** CB expressed overall satisfaction with the surgery, mentioning her long association with the practice and the quality of services provided.
- **MP's Satisfaction:** MP also expressed satisfaction with the surgery, stating that he finds the system easy to use when it works and appreciates the quality of care provided.

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Follow-up tasks:

- **Patient Participation Group Recruitment:** Recruit patients for the Patient Participation Group (PPG) and organize quarterly meetings to discuss practice topics and community activities. (Stacey)
- **Patient Feedback on Triage System:** Collect feedback from CB and MP regarding their experiences with the current triage system and any difficulties they have faced. (Stacey)
- **Triage System Frustrations:** Investigate and address CB's frustrations with the triage system, particularly regarding the difficulty of booking appointments via phone and the complexity of the questions. (Neil)
- **Admin Form Availability:** Check and confirm the availability of admin forms throughout the day for non-urgent matters, as MP has experienced issues with this. (Neil)
- **PPG Communication:** Send information about the next PPG meeting to CB and MP, including details on how to participate and any relevant updates. (Stacey)