

AGENDA - PATIENT PARTICIPATION GROUP MEETING

Venue: St John's Wood Medical Practice

Date: 15th November 2024

Time: 12:30 pm – 1:30pm

Meeting link for online participants: [Join the meeting now](#)

Practice Staff:

Dr Saul Kaufman (SK)

Practice Manager – Sharon Ryan (SR)

GP Assistant Manager - Michelle McDonagh (MMCD)

Agenda:

Item 1	Welcome / introduction for new PPG members	SR	5 mins
Item 2	PPG Members / Chair Position <ul style="list-style-type: none">▪ Agree process to appoint new Chairperson▪ Members with no recent attendance/contribution	SR	15 mins
Item 3	Upcoming dates in PPG Calendar <ul style="list-style-type: none">▪ Christmas get together 13.12.24	SR	5 mins
Item 4	Review of Telephone data <ul style="list-style-type: none">▪ Update regarding HCL surge cover	SR/DB	10 mins
Item 5	Patient Feedback <ul style="list-style-type: none">▪ Review of current feedback▪ Action Plan document	DB/MMCD/SR	10 mins
Item 6	PPG Newsletter	SR/MMCD	10 mins
Item 7	Any other business (AOB) <ul style="list-style-type: none">▪ Patches banner		5 mins

Item 1:

Introductions & welcome to 2 new members

Item 2: PPG Members / Chair Position

Chair Position:

SR will act as interim chairperson.

It is agreed the PPG Chair position should be a patient member of the PPG. The process outline:

1. SR to create a job specification of the chair role
2. The specification to be shared with the PPG for interested members to indicate their interest in the role
3. PPG members will vote to make the final decision.

Members with no recent attendance:

Agreed MMCD to contact patients who do not attend meetings or respond to PPG emails. Contact to be made via email and MMCD to ensure contact is received.

Meetings 2025:

There will be four meetings in 2025, 2 daytime meetings and 2 evening meetings. All meetings will be hybrid. MMCD to establish whether PPG meetings can be held at the Healthcare Central London (HCL) offices in 2025.

Item 3: Upcoming dates in PPG Calendar

All PPG members are invited to an end of year get together on 13.12.24, 3-4pm.
Members to RSVP to MMCD.

Item 4: Review of Telephone data

It was agreed the group would like to review the monthly telephone data. The data will be provided monthly, along with a short synopsis from the Practice. Telephone data will be a standing item on PPG meeting agendas for feedback and suggestions from PPG members.

Practice to review the length of the telephone message.

Item 5: Patient Feedback

DB presented the patient feedback data from May – July 2024.

Agreed that the patient feedback working group will update the 'action plan' document following each patient feedback review. The table will be shared with all PPG members and made available on the practice website and in the waiting area.

Practice to contact Healthcare Central London (HCL) to request a question is added to the questionnaire asking how patients feel about the length of time taken to answer the phone.

NM requested it be minuted that he is very satisfied with his experience at St Johns Wood Medical Practice.

Item 6: Newsletter

Agreed the group will create a newsletter bi-annually.

Volunteers: DB, LB

Items: Out of hours and evening appointment information. Photo of Joyce Green, previous PPG Chair.

Item 7: AOB

Education Events for 2025

The practice will run education events in 2025. The education, provided by NHS consultants, will be online webinars. It may be possible to show the webinars in the practice waiting area for those unable / without internet access at home.

SR will share the education list with the group to select programmes of interest.

PATCHS banner

HCL has added two buttons on the patches banner on the practice website.

1. 'Go to Patches' links directly to the patches page
2. 'Register with Patches' links to a page explaining what patches is and how to use it.

Action Points:

PPG Members / Chair Position	<ul style="list-style-type: none">▪ SR to create PPG Chair job description▪ Agreed MMCD to contact patients who do not attend meetings or respond to PPG emails.▪ SR/MMCD to confirm 2025 meeting dates▪ MMCD to establish if meetings can be held at HCL offices
Review of Telephone data	<ul style="list-style-type: none">▪ SR to circulate monthly telephone data with PPG group▪ SR to review length of answer message
Patient Feedback	<ul style="list-style-type: none">▪ PPG working group to update the 'Action Plan' document following every patient feedback review. Document to be circulated to all PPG members and made available to patients in waiting area and on practice website.▪ MMCD to contact HCL to present PPG group request to add a question to patient feedback questionnaire regarding satisfaction with length of time taken to answer the telephone.
Newsletter	<ul style="list-style-type: none">▪ DB & LB to liaise to work on winter issue of newsletter
Education Events for 2025	<ul style="list-style-type: none">▪ SR to share education list for PPG to select programmes of interest