

Castleton Health Centre Patient Participation Meeting

Saturday 6th March 2024



Minutes

Present	Names: Jane Gaunt (JG) - Practice Manager PPG Members
Welcome and Apologies	All were welcomed to the meeting and introductions made.
Agenda	<p><u>Web Site and Survey Feedback</u></p> <p>The focus of this meeting was to discuss feedback on the new web site and the findings of the patient survey which was sent out earlier in the month.</p> <p>The survey was done through Survey Monkey and sent to 7,966 patients. Of these, 877 replied which equates to a response rate of 11%.</p> <p>The highest responding age group was the 65-74 years olds – 28.39%.</p> <p>Of the responders, 21.22% had visited the practice 2 times in the last 12 months and a further 18.58% had visited 5-9 times.</p> <p>The majority of patients (79%) preferred communicating with the practice face to face. The second preferred choice was the telephone (40.75%).</p> <p>There was a discussion about the NHS app which rated 14.04%. JG explained that there is a NHS App promotion day coming soon. Date to be confirmed.</p> <p>Regarding the opening times for the practice – there was a combined total of 74.32% of respondents being very satisfied or satisfied with these.</p> <p>Satisfaction of being able to get through to the practice had a combined dissatisfaction score of 27.09% (9.83% very dissatisfied and 17.26% dissatisfied). JG explained the practice will be getting a new telephone system very shortly and explained the callback functionality of the system.</p> <p>The question of awareness of services available to patients via the Primary Care Network rated highly (90%). This was a great positive for the practice and the PCN.</p> <p>There was a discussion about the new web site and all the information that can be found on it.</p> <p>It was decided to create a ten question quiz to send out the PPG members as some members found it a little difficult to navigate.</p> <p>Recruitment of PPG members has always been a struggle. As a practice we have tried various methods – posters, word of mouth, personal invitations and text messages.</p>

	<p>During the flu season, we did a paper data collection sheet and put the information about the PPG on that. We had 17 new members come forward to join which has been great news.</p> <p>Following the survey, we have now had a further 171 patients (20.02%) of respondents say they would also be willing to attend a PPG meeting.</p> <p>It was also mentioned that feedback from the survey would be good to show on the web site and to pop a note on the next survey asking patients to keep a check on the web site for the feedback.</p> <p><u>Any Other Business</u></p> <p>Miles of Smiles is still operational and can be contact on 0800 032 0868. The service is available for patients aged 50 years plus and the charge is 45p per mile.</p> <p>Discussion about the promotion of the Pharmacy First scheme resulted in some great ideas – putting information on the desk where patients write out their prescriptions, noticeboards, web site and paper format on chairs.</p>
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