**NAZEING PATIENT PARTICIPATION GROUP (PPG) MEETING**

**15th January 2025**

Attendees:

Dr I Perry

Ashleigh Reading (Receptionist)

Anna Rogers (Nazeing Secretary)

M Bennett

L Todd

P Benton

Dr Perry began by explaining the general purpose of the PPG Meetings as an opportunity for patients to ask questions, raise any concerns or simply to offer any feedback to the Surgery.

It was then suggested by one of our patients that we raise awareness and promote the PPG Meetings more widely, as they felt that more patients may be more inclined to take part if they knew more about the purpose of the meetings and how they might benefit from taking part. It was agreed that we would make efforts to advertise the meetings more broadly and try to encourage more people to attend.

The subject of name badges for staff was raised, with the feeling that it would be nice to know who a patient was talking to – particularly should the patient wish to give feedback on their experience (in this instance it was very positive feedback that the patient wanted to share).

There was a privacy concern raised regarding patients being asked to share personal information with receptionists at the Front Desk. This particularly related to an incident that the surgery had previously been made aware of and had taken steps to address. It was agreed that with it being a very open space onto reception, it could be uncomfortable for patients to speak about personal matters in that environment but that receptionists will always speak to patients privately should they so wish. Ashleigh also explained the need for receptionists to ask the patient their reason for requesting an appointment – namely in order that the patient can then be directed to the correct service/member of staff.

The discussion then led on to the fact that patients weren’t aware that we have either a Nurse or HCA in surgery every weekday, or that we have our own Clinical Pharmacists, all of whom can deal with a range of issues that patients might not be aware of. It was suggested that we raise awareness of this information and perhaps even publish a staff rota so that patients can see who is in when.

The question of Online Appointments was brought up, with Dr Perry explaining why he feels that these don’t work for us as a Surgery and that speaking to a member of staff, who can then allocate an appropriate appointment, proves to be a more efficient way of doing things.

Dr Perry was also asked about Physician Associates and if the Surgery employs any. He explained that we don’t and the reasoning for that.

We were asked to amend our answerphone message, more specifically to repeat the email address for Nazeing Valley Health Centre as patients were not getting time to write this down. This is a matter that has previously been raised and something that we agreed to address.

It was felt that the patients were generally satisfied with their experience in trying to obtain an appointment. Dr Perry explained the value of e-consults in addition to on the day and pre-bookable appointments, as well as Pharmacy First as another option open to patients with a range of minor ailments.

The meeting was drawn to a close with the Surgery agreeing to look at and appropriately action all points raised. We agree to the next meeting being arranged for July 2025.