

**PPG Meeting**

**31/07/2025 – Start Time 13:13**

**Attendees:**

MN – Deputy Manager

SA – Practice Manager

MC, GM,

JB, BB, ZF, JS, SN, AW

**Apologies:**

CC, AK, LU, MAS, DR

* Review of last minutes of meeting – everyone agreed no changes were needed.
* Meeting started at 13:13
* Asked PPG members if they would like anything to be added on Agenda to discuss in todays meeting.
* Discussed 2025 national survey report for the Practice. Gave each patient a coloured copy of the report to review. Once they had reviewed results, they were then given a coloured copy of last years report to compare the scores.
* The report was explained by Practice Manager. This is a national survey sent out yearly to randomly selected patients each year and returned to the provider. The results are of those who have returned the survey. Once they compile the results along with all the other practices, they then publish the national data online and notify the Practices of their results.
* PM went through each question and compared the data with the PPG members. On each question asked the Practice improved the percentage compared to last year.
* PPG members were asked what the Practice could do to get more patients to engage with completing such surveys.
* When checking data online you can also check neighbouring practices, and we compared ours to our PCN practice and we could see a higher percentage of returned surveys for other practices.
* SN suggested we send out text messages when we know surveys will be sent out and if patients struggle to complete, we could ask them to bring into the Surgery to help.
* MN explained that as we are not the ones sending out the surveys, we wouldn’t know which patients the survey gets sent too and this would mean we would have to send a text msg to all 6000 patients registered at the Practice.
* MN also highlighted that we do not want any influence on the answers provided and we would like honest feedback from the patients. The patients if they do come in for help may feel obliged to give better scoring than how they actually feel.
* Overall, we are satisfied the outcome of the survey results – we will trey and educate the patients who attend the surgery and encourage them to complete such forms/surveys in the future.
* Also decided to display notices before they get sent out.
* Updated the members about not being able to prescribe Mounjaro and this needs to be done through weight management.
* BB asked when they will be able to book in for flu jab. MN explained Flu Season starts from October. MN also explained that the local pharmacies received the vaccines around 2-3 weeks before GP practices if they wish to have it sooner they can find out from their local chemist.
* The Practice has not yet received a confirmation date of delivery for flu jabs.
* Updates around the PCN clinics were shared.
* Meeting was kept brief due to summer holidays and many apologies.

**Meeting adjourned 13:51**

**Next meeting: October 2025**