

# **The Station Practice**

## **Patient Participation Group (PPG) Meeting 02.06.2025**

### **Meeting Purpose**

Impromptu meeting to discuss building maintenance issues and practice operations with NHS Property Services representative Christine.

### **Key Takeaways**

- Ongoing issues with building maintenance, particularly lifts and cleanliness, are being actively addressed but progress is slow
- New automated system (GP Automate) implemented for filing normal blood test results to save doctor time
- Patient questionnaire to be designed and distributed by PPG members to gather feedback on practice services
- Changes made to blood test booking process to streamline patient experience

### **Topics**

#### **Building Maintenance Issues**

- Ongoing problems with lifts breaking down frequently despite monthly servicing
- Christine engaged independent lift consulting firm to assess issues and provide recommendations
- Cleanliness concerns raised about entrance doors and windows
- Christine to remove outdated posters from doors and request more frequent cleaning
- Graffiti removal process in place but seen as too slow by PPG members

#### **Security Staff Concerns**

- Some patients reported aggressive/unfriendly behaviour from security staff, particularly on Saturdays
- Christine aware of issues with one particular staff member and addressing through management procedures
- Explained Saturday services are appointment-only, leading to stricter entry policies

#### **GP Automate System**

- New automated system implemented to file normal blood test results without doctor review
- Applies to 20-40% of straightforward test results like vitamin D levels
- Abnormal results still reviewed by doctors who determine follow-up action
- Aims to save doctor time for focusing on abnormal results and patient care

#### **Patient Access Improvements**

- New NHS Dental OESA service available to help patients without a dentist get appointments
- Clarified 111 cannot guarantee same-day GP appointments, but can book into limited slots if available
- Practice offers extended hours appointments 6:30-7:30pm Mon-Fri, bookable online

#### **Patient Questionnaire**

- PPG to design 4-5 question survey on practice services/improvements
- Members needed to distribute surveys to 50-100 patients in waiting room
- Results will be compared to previous year's survey
- Aim to complete within next quarter

#### **Blood Test Booking Process**

- New system implemented in April for booking routine/long-term condition blood tests
- Patients should now receive direct number to call, not main reception line

## **The Station Practice**

- Some inconsistencies still occurring in patient communications

### **Open Surgery Considerations**

- Practice unable to reinstate open surgery model due to capacity constraints
- Triage system implemented to manage patient flow more effectively
- Challenges balancing access with growing patient numbers and limited GP capacity

### **Next Steps**

- Christine to address cleanliness issues and remove outdated door posters
- PPG members to design patient questionnaire questions
- Corinne to email previous year's questionnaire for reference
- PPG members to volunteer for questionnaire distribution shifts
- Practice to ensure blood test booking communications are consistent with new process
- Next PPG meeting scheduled for September 11th at 1pm

### **Action Items**

- **Feedback to Lorand re reception staff friendliness (praise for Kim, importance of warm/friendly approach).**
- **Email PPG members previous patient questionnaire + last year's results.**
- **Investigate blood test booking system - ensure correct mobile number provided for yearly tests .**
- **Christine Orme from NHSP to attend quarterly meetings with 10 minute update slots.**