**Pelham Medical Group   
PATIENT PARTICIPATION GROUP (PPG)**

Minutes for PPG held on Wednesday 26th March 2025 at 17:30.

*See separate attendance sheet.*

**Welcome & Introductions**RE welcomed everyone to the meeting and introduced Dr Prentice.

**Patient Forum and Participant Group**RE gave an overview of why we hold these patient forums and the importance of us sharing practice updates and receive patient feedback and experiences. We like to have patient input on developments within the practice.   
The practice aims to hold 3 meetings per year.

**Northeast Lincolnshire Health Watch**Susan, from Health Watch Northeast Lincolnshire was going to attend the meeting but unfortunately, she has had to cancel. We will invite her to join another meeting in the future, but she has asked us to make you aware of Health Watch and give you an invitation to their Patient Participant Group on Tuesday 8th April at Core Care Medical Centre, Cromwell Road, Grimsby.

Health Watch want to hear about your experiences in health care, not just at a GP level but any services in the local area like health and social care, carers support and wellbeing services. Health Watch use the information gathered to highlight important local issues and carry out their own research for those issues which need investigating more, whilst working closely with the local authorities, community groups, the voluntary sector and the government.

Health Watch have visited the practice in the past, spoken to patients in the waiting room and viewed the practice from a patient perspective.

You can find out more information on Health Watch by visiting their website: [Healthwatch North East Lincolnshire](https://healthwatchnortheastlincolnshire.co.uk/)

**Practice updates**

* Dr Turnham left the practice in February after 8 years.
* Nurse Kerry Silva left in December after 8 years.
* Nurse Tracey Harrison joined in January as Nurse Lead. Tracey specialises in Diabetes and Respiratory.
* Dr Louisa Murray will be joining the practice in April. Louisa has an interest in Paediatrics and Palliative Care.

**Practice Partnership**

* Dr Elder is retiring from the partnership after 38 years, but he will be staying on as a salaried practice GP.
* Dr Faisal has joined as a practice partner.

From April 2025, the practice will have 7 GPs, 2 which are full time. Patient list size is approximately 10,500 patients.

**Website Updates**As discussed in previous meetings, we have now added some new pages to our website providing information on our Primary Care Network and the services unique to our PCN for our patients.

[**Our PCN Services – Pelham Medical Group**](https://www.pelhammedicalgroup.nhs.uk/services/our-pcn-services/)

[**Primary Care Network – Pelham Medical Group**](https://www.pelhammedicalgroup.nhs.uk/about-the-surgery/primary-care-network/)

Following patient feedback, we have also added a Local Support Services page. This page lists a variety of local services for advice and support on medical conditions, health and well-being, and mental health.

[Local Support Services – Pelham Medical Group](https://www.pelhammedicalgroup.nhs.uk/services/local-support-services/)

RE gave a brief overview of the Primary Care Network (PCN).   
Our Primary Care Network, Freshney Pelham PCN, allows the practice to work with Woodfield Medical Centre and Littlefield Surgery to provide more services and access to patients. This is funded through different pathways.

We have a group of clinicians who are funded through the PCN, to assist the GPs and help reduce wait times. This is why we triage patients as some issues may not be for the GP and the patient may need input from a health and wellbeing coach, dietitian or Pharmacist, for example. We also have a part time pharmacist to assist with medication reviews, queries and follow ups.

One patient asked what a Physician Associate is – this is a clinician who has been to medical school, in a shorter training post than a doctor. They cannot prescribe but they are trained in providing a clinical assessment and management plan. Another asked what the role of a Social Prescriber is – this is a non-clinical member of the team who can support with aspects relating to ongoing support, signing posting to services such as charities or other organisations. They can help patients to navigate the nhs and associated organisations and even help with any financial support someone might be entitled to receive.

**Service Updates**  
Physiotherapy – The NHS contract for physiotherapy has recently changed. The practice did have a service, provided by Physio Works, in house but they have now left due to the contract changes. Physiotherapy in the local area is now provided by Connect Health. Self-referral can be made via website; Physio Now – Connect Health. [PhysioNow - Connect Health](https://www.connecthealth.co.uk/physionow/)

One of the patients attending the meeting confirmed they had a very positive experience of using the service. A demonstration of the new provider website was given.

*How do patient refer if they do not have access to the website?* There are contact telephones number available on the Connect Health website.

**Patient Feedback**RE shared the practices most recent Friends and Family (F&F) results. The F&F is a survey we send to patient via a text message, chosen at random, to share their recent experience.

54% Very Good  
28% Good   
18% - Very Poor, Poor or neither.

Shared suggestions and praise from patients.

Gripes received from patients:

* Appointments being cancelled at short notice – this should only occur when a member of staff is absence.
* Pharmacy not having medications in stock - unfortunately can happen quite often and it is out of our control.

The practice has seen a drop in the feedback in the last 6 months. These feedback requests are sent via text message to a group of patients who has recently had contact with the practice. Asked all in attendance their preferred method of contact for feedback.   
Agreed a text message is the best method. It is a short survey, 2 questions and option to add any extra feedback. We did used to have feedback cards in reception – RE to review if the cards are still available to put in the waiting area. It was also agreed that we would aim to be more timely when sending out the text requests.

**Telephone System**We discussed a recent issue that had occurred in relation to patients not wishing to give information to the Care Co-ordinator. We discussed how some patient does not like to share information on their health issue when they call for an appointment. Patients do not need to share this however all appointments are triaged so we would not be able to identify if the health need is urgent or not. We do have a clinician working in reception to assist with the triage and deal with some cases as they come in. It was agreed that it is ok if a patient does not wish to give that information but also agreed reasonable that in those circumstances that the enquiry is treated as a routine matter and be allocated appointments once the clinically urgent matters have been dealt with. One patient present shared their experience of the triage process. Although a little reluctant to share information initially, their experience was positive and they were appointed in a timely manner.

It was agreed it would be helpful to put a pre-recorded message on the system to clarify the process. It was asked if those present would like some input if we were to email a message for them to review and give feedback? It was agreed to share an example of a new message with all in attendance for them to review and feedback.

We reviewed call demand. The practice currently takes approximately 8,000 Telephone calls per month. Patient can now submit a medical enquiry online 24 hours a day (this has recently been implement having only previously been available for medical enquiries between 7am and 3pm). A patient present at the meeting gave feedback of excellent experience when submitting an online consultation and receiving a call from the practice on the same day.

Online consultations are immediately linked to the patient record and are automatically filtered out to the most appropriate team such as administration, reception, triage or a clinician. It was agreed that it would be helpful to promote the online consultation service and the change to it’s availability. Online consultations currently account for 8% of incoming enquiries. Patients may not be aware of the availability of the service which may help take some pressure off the telephones.

Total appointments in the past year (52 weeks) = 33,006 appointments/enquiries.   
Average of 635 appointments per week. Booked on the same day = 22,509 appointments/enquiries (433 per week). 74%.

**Close**RE thanks all for attending.  
The next PPG meeting will be held in June/July 2025.  
Details of the meeting will be communicated and advertised on all our platforms.