

meeting minutes

11.06.2025

In attendance: Dr Shingles (partner), Kerry Mendel (Business Assistant) Stella (acting Chairperson) Mike, Richard, Debbie, Denise

Thank you to those who were able to attend.

1. Social media - what posts would PPG like to see? Missed appts/ Friends and family scores? How to access the surgery videos?

- The issue of missed appointments was reviewed, with a focus on identifying underlying causes.
- Concern was raised about whether patients are unable to contact the clinic to notify of cancellations or changes.
- It was agreed that proactive outreach to patients should be implemented to understand if genuine barriers are preventing attendance.
- Data on Did Not Attend (DNA) appointments will be shared through multiple channels, including social media, the clinic website, and physical posters.
- There was consensus that the website should feature more detailed information, as it is often the first point of reference for patients.
- It was proposed to increase promotion of the clinic website on social media platforms, addressing concerns that some people may be skeptical of social media content.
- Suggestions were made to enhance engagement by incorporating videos and interactive content to better connect with patients.

2. Patients who are not IT literate - all have front screen messages and are offered alternative ways to contact the surgery - do they know anyone who has trouble accessing the surgery - how can we make it easier for them.

- A concern was raised that the telephone message may be too lengthy; however, no alternative suggestions were offered at this time.

3. The service is evolving so that patients use the NHS app to view records etc - do they have any ideas about how we can increase patient sign up through the app?

It was noted that patients may need additional guidance on how to use available services. The idea of using television as an educational tool was raised; however, it was acknowledged that there are currently no TVs in patient waiting areas.

A suggestion was made to involve social prescribers in delivering training sessions, either within the practice or at community locations such as libraries and schools—particularly targeting individuals who may have difficulty with technology.

At present, the surgery promotes services through social media and posters displayed in the practice.

4. New recall process - can update PPG - how do we better engage patients with LTC (long term conditions) to attend for a review the first text?

Members felt that text messaging is a useful method of communication but noted that messages need to include more specific information. The current wording can be unclear, and patients have reported confusion. Additionally, when patients call the surgery for clarification, staff are sometimes unaware of the context of the message.

5. Bypass phone - the phone system can prioritise palliative patients and patients who are vulnerable/at high risk of admission - we will be aiming to phase out the bypass phone - any ideas how to communicate this to the patient population.

Members expressed concern that publicly broadcasting this information could lead to misuse. It was suggested that the rollout should be gradual, with details shared only with patients who are eligible for or already using the service.

6. What would the PPG like to see from the surgery?

A request was made to register the practice with the National Association for Patient Participation (NAPP). Additionally, a member suggested that doctors should be informed about the Veterans' Referral Service to ensure appropriate support for veteran patients.

7. positive feedback from Patients on social media, in person and letter.

The group discussed recent positive feedback shared on social media, along with other compliments and encouraging comments the practice has received from patients.

8. We need a patient survey doing can they come in a do that at both ends

Some members expressed willingness to support this initiative but requested guidance on the most suitable times to attend. They wished to avoid waiting in the reception area when there are no patients scheduled to come in.

9. Can they support us regarding parking at Desborough writing to the ICB etc

Members indicated they would be happy to do this. The contact email address is as follows:
northantsicb.communications@nhs.net

Any other business?

It was asked if we could update doctors' photos with all of our current doctors, Kerry will investigate this.

Meeting closed.