

TOGETHER FOR PATIENTS

THE ORCHARD PARTNERSHIP



PPG MINUTES



The Orchard Partnership Patient Participation Group (PPG)

Meeting Minutes

Date/time of meeting: 9th December 2024, approx. 12.30pm

Venue: MS teams (Virtually - Online)

In attendance: Carole Slater (patient), Pete Blackman (patient), Karungi Grant (patient) and James Druce (TOP).

Apologies: Pauline Rose (patient), Dr Ali Corke (TOP)

Points discussed:

- Members were welcomed.
- Previous meeting minutes were reviewed and agreed.
- TOP wanted to know if members had had any feedback regarding patient privacy and confidentiality when visiting Codford reception. Members fed back that there have been improvements with a privacy sign encouraging patients to request speaking the receptionist in a more private place, if they would feel more comfortable. This seems to be working well, in addition to the radio that is now being used to provide some background noise. This is also helping with privacy and seems to work well. Will continue to monitor and listen to feedback.
- Members thanked the practice for the service that they have been experiencing at Wilton and Shrewton sites, in particular. It was noted that the teams are working hard even during busy and challenging periods.
- There were no pertinent updates on practice services. Very much business as usual, but with added pressures. James shared that teams are working hard and managing variable workloads well, especially during periods of staff sickness and annual leave. The picture in primary care continues to be very challenging operationally, but TOP are in a strong position and continue to work at a good



level. TOP partners and management continue to monitor the national picture in terms of NHS contracts and industrial action in line with the BMA. At present, TOP have no plans to implement any more of the BMAs suggested industrial action measures (as the desire is to have minimal patient impact).

- The PPG was informed that TOP plan to enhance their sustainability practices across the partnership and will be focusing efforts in the new year on a range of projects. This is an evolving area of work TOP are starting, and some gains have already been made, such as (where clinically appropriate), helping patients switch to alternative asthma medications which are more environmentally friendly. There has also been an NHS Forests project in which TOP have successfully secured funding for trees to be planted in the new year – creating small orchards at the surgery sites. More information will be provided in due course and the members will be invited to come help plant some trees. This project will also help to involve staff and patients, raising awareness around sustainability and its importance in the NHS.
- The members fed back that they have noticed improvements at Shrewton dispensary, and the team seem a lot more stable and consistent. The group appreciated the challenges behind the scenes providing a consistent staffing level, and this appreciation will be fed back to the team.
- **Question:** The PPG members asked if home visits were happening at the Shrewton surgery as it was felt they currently weren't? They felt this was noticeable, so wanted to enquire if this was still happening – and if not, why, please?
- All members were thanked for their attendance and how it is appreciated to have a small group who are dedicated to helping provide another way for patients to share their views and ask questions. Thank you.



NHS Friends and Family Feedback

This continues to be overwhelmingly positive with 98.2% of the 561 survey responses for November rating the practice as Good or Very Good. This is comparative with the last figures of 97.15% for the last set of summer figures. This figure remains very favourable when compared to the current England average of 91% and 94% for the local ICB region.

During November, 0.17% of patient feedback was Poor/very poor (1 respondent).

A small selection of patient comments:

Prompt efficient service

Dr was very welcoming & sympathetic on our first meeting & listened attentively to my reason for visit. She was helpful with advice & we agreed a good course of action. A very positive first experience with a Dr following recent move to the surgery.

The environment was well managed and quiet. My appointment was on time and the phlebotomy carried out efficiently.

Appointment was on time, and the Doctor was enthusiastic about getting treatment for myself.

I always get excellent service, and all the admin staff nurses and doctors are really special. As are the people in the pharmacy. I feel as though I am the only patient, and they always make time to listen.

Naturally, TOP are delighted by this feedback and continue to monitor patient feedback to continue to establish areas for possible improvement.

Date of next meeting: Mon 10th March 2024 – 12.30pm

Venue: In person at The Old Orchard Surgery, Wilton.

