**Practice Name: ST LUKE’S SURGERY Date: 22/04/2025**

**PPG Report 2024-2025**

Twenty patients have expressed an interest in joining St Luke’s Surgery ‘Patient Participation Group (PPG)’. Every three months we hold a face-to-face at the Practice and around eight members attend these meetings. Together we discuss services provided at St Luke’s Surgery and any upcoming changes into the NHS. We look at ways we may be able to improve and ways we could implement this at the practice.

We have tried to encourage more patients to join our PPG by advertising in our ‘New Patient Questionnaire’, on our practice website, in the practice leaflet, on posters and TVs in the patient waiting area. We found sending a bulk text message to all patients informing them about the group encouraged more interest. We understand that we all have busy lives and it is difficult to attend face-to-face meetings with home/work commitments so we always forward the minutes of the meeting to all those interested and display them on the practice website.

**What has the PPG discussed?**

1. **Perceptions of the practice –** We did a presentation to show what staff are doing when the waiting area is quiet. Since COVID the ways of working has changed, patients now request telephone appointments rather than attending the practice, sometimes this is not possible and the patient still needs to be seen but it is very handy to those working patients. We also complete many admin tasks such as incoming test results, prescriptions, hospital documents, referrals, home visits etc. We added this information to the TVs in the waiting area and discussed putting a video together.
2. **A visit from Healthwatch Walsall –** In February and March 2024, the practice received a visit from Healthwatch Walsall. They made a couple of recommendations, which we have taken on board.
3. **Lichfield Samuel Johnson Minor Injuries Unit –** This is a walk in centre for patients with minor injuries.
4. **Long waiting times for GP appointments –** We discussed this as we were hearing about this from other practices. It seems to be coming up a lot over facebook and in other conversations. We discussed the reasons why someone may be struggling to get an appointment, some patients do not realise that practices have other clinicians now, not just GPs. These staff are also prescribers and can make referrals but if a patient insists on seeing a GP it may be a longer wait for an appointment.
5. **Private Ultrasound Companies –** In addition to hospitals we do refer patients for ultrasound scans to private companies that hold clinics in the community.
6. **Veteran Friendly Practice –** The practice is Veteran Friendly accredited, Dr Pillai and Dr Ghosh are our leads.
7. **COVID & Flu Clinics –** Flu Vaccine clinics available between October – March at the practice. COVID injections can be given at the chemist.

**What has changed at the Practice?**

1. **Patient Online Triage** – patients can use the online form through our practice website to send a triage request to us. This will be actioned by a member of our team within 2 working days.
2. **New Phone System –** patients are now informed which position they are in the queue, they can decide if they would like to wait or they can request a call back. The phone system will call them back when they reach position 1 in the queue.
3. **Improvements to the NHS app –**Patients can book appointments, request prescriptions and view their medical records online. You can link the account with other family members to gain proxy access. This is great for children and older family members whom you may care for.
4. **New Advanced Nurse Practitioner –** joined the practice in preparation for Angela retiring in 2025.

**Ongoing agenda items:**

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| Priority area 1 |
| **Description of priority area:** Health & safety concerns about the car park for Pinfold Health Centre. |
| **What actions were taken to address the priority?** The PPG have discussed ongoing concerns about the car park. The Practice Manager on behalf of the group has sent a letter to NHS Property Services in the past, we also sent an email. A member of their staff attended one of our meetings and listened to our concerns. Other practices have raised concerns too – more people are renting the rooms at Pinfold Health Centre now which means more parking spaces are needed. People are parking in the small doctors car park making it very difficult to manoeuvre in that area.  |
| **Result of actions and impact on patients and carers (including how publicised):** Following our letter, the signage was updated on the car park and the floor markings were re-painted. NHS Property services require Capital Input, Architect Design, Superior Landlord and Walsall MBC Planning approval. Therefore, it has been placed on the NHSPS Capital programme for consideration.  |