



UnityHealth

Patient Participation Group (PPG) meeting minutes

11th April 2025

11:00

Princes Risborough surgery

Minutes taken by Laura Williams – PA to Management Team

		Action
1.	<p><u>Attendance / Apologies</u></p> <p>In attendance: Vanessa Woodley, Lauren Grose, Laura Williams, Kathleen Malkin, John Pettit, Jacqueline Highe, Julian Newman, Jennifer Edmans, Frankie Brown, Yvonne Hook.</p> <p>Apologies received: Matt Bateman, Miv Hughes, Rob Holdaway, Richard De Havillande, Louise Smith, Jane Thompson, Monica Marshall,</p>	
2.	<p><u>Review of Minutes and Actions</u></p> <p>_Our last meeting was to go through the Patient Survey and make the relevant changes for this year.</p> <p>Louise and Lauren have made a start on the social elements of educating patients however we need to move forward with this again and make some progress on social media and other areas.</p>	
3.	<p><u>Patient Survey</u></p> <p>The main purpose of the meeting was to discuss the patient survey in detail.</p> <p>Overall, the PPG were very pleased with the results of the patient survey.</p>	

	<p>The following are areas were discussed:</p> <ul style="list-style-type: none"> • Klink - clarity needed to ensure patients understand how to use Klinik. Use of sharing YouTube tutorials, using TV screens in waiting areas with guidance, use of leaflets, dropping into local community groups to educate. • Klinik – happy with timeframe of response, more confidentiality than going through reception, triage system is working well to ensure most suitable appointments are given in the correct time frame, prioritising urgent care and the vulnerable. • Klinik – can only be open when surgery is open so triage can take place. 111 must be used out of surgery opening hours. • Social prescribers – more education is needed for patients to learn about what is available in the area. • PCN – more education is needed for patients about the partnership with Phoenix Health, the Primary Care Network. • Pharmacist First services – more education needed • Names GPs are always favourable, and this will be a priority of Unity Health moving forward. • Telephone system much improved with Brill and Long Crendon prescription enquiries. Waiting times improved too. Queuing system to be made clear to all patients – more than 5 in queue. • PPG feel and survey results reflect that Unity Health cares and ensures patients feel safe. 	<p>Klinik userguides to be shared with patients</p> <p>VW to look at opening Klinik to 6pm but for non urgent cases</p> <p>Use of facebook, leaflets & website</p>
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4.	<p><u>AOB</u></p> <p>Discussed how community groups are a great way to share information about Unity Health, in particular Klinik and the appointment system.</p> <p>Discussion about smaller break off PPG groups specializing in certain areas:</p> <ul style="list-style-type: none">- Patient communications = JH & JN- Patient health information = KM, FB, JE- Patient IT support <p>Lauren to send over video of Klinik how to and also anecdotal feedback from open questions on patient survey.</p> <p>Next meeting was scheduled for the 11th July at 11am in Princes Risborough.</p>	
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