**Minutes of Mountwood Surgery PPG MEETING 23 September 2021**

**Present: Colin Berthelsen Chairperson, Mary Perkins Vice Chairperson, Mary Egan, Leslie Lorage Stefan Sieradzki, Joan Staples, Gillian Tobin (Practice Manager)**

**Apologies: Susan Smee, Ann Judge, Carol Melvin**

1. Gillian family & friends’ feedback from 300 patients in September 2021

215 gave a 1 – extremely likely to recommend = 74.14%

58 gave a 2 – likely to recommend = 20.00%

12 gave a 3 – neither likely or unlikely = 4.14%

5 gave a 4 – unlikely to recommend = 1.72%

0 gave a 5 – extremely unlikely =

10 gave a 6 – no comment =

0 gave a 7 – did not leave a rating =

300 total feedback forms received

N.B. of those patients who left a meaningful comment/score 290 – the above %’s apply.

Translated into Positive 94.14%, Neutral 4.14% and Negative 1.72%.

Comment from PPG - these figures are higher than those achieved during lockdown as

Mountwood, unlike many other surgeries are providing a pre Covid level of service with the

addition of new staff and services e.g., inhouse Phlebotomy

1. Gillian reported that from the 1st April – 31st August 9881 online forms were received, averaging

1,976 forms per month, whereas, from the 1st -22nd September 1287 online forms received.

1. Gillian reported that (telephone) call traffic in & out for period 1st April – 31st August was 59,194

average of 11,839 per month, from 1st September to 22nd September 10,076.

Comment from PPG – would appreciate going forward (if possible) a breakdown between incoming and outgoing.

1. Gillian reported ‘face to face’ consultations from 1st April to 22nd September numbered 5,897.
2. Gillian reported that Phlebotomy service is going well, apart from the shortage of blood bottles that has reduced the number of bloods we can do and are having to limit service to urgent bloods only. N.B. this is a national shortage of bottles.
3. Feedback from Gillian on last month’s PPG meeting - work on Mountwood inhouse system completed and Gillian would appreciate all the PPG looking at system and providing feedback.
4. The 2nd October Flu Clinic going ahead and volunteers from PPG appreciated to man the car

parks and possibly providing assistance to patients inside building e.g., disrobing top coats and

knitwear, plus showing certain patients to chairs outside of doctor’s rooms for consultations.

PLEASE NOTE VOLUNTEERS TO CONTACT GILLIAN OR COLIN TO CONFIRM IF THEY ARE

AVAILABLE AM (09.00 – 12.30) OR PM 13.30 – 17.00) OR ALL DAY. IF DRIVING, NEED TO SUPPLY

CAR MAKE, MODEL AND REGISTERATION NUMBER.

1. In response to a question from Colin – the Mountwood partners were happy with the feedback

received from the recent annual Mori poll of patients.

PPG comment – no doubt even happier with the latest patient feedback.

9. Both Mary Perkins and Mary Egan asked about individual complaints received from patients

and Gillian confirmed that they were both with her and she would respond.

10. Colin provided feedback from Marimar Carreno, Engagement & Quality Manager N.W. London

CCG regarding her time visiting Mountwood Monday 20th September to view the Phlebotomy

room and question patients as to their experience and thoughts via a form – the results were

very positive. Marimar also wants to attend a meeting or organise a separate date when she and

possibly colleagues can meet us and exchange thoughts and notes on other PPGs in Hillingdon,

Harrow & Brent – her area of responsibility withing the larger region of the CCG.

11. Colin then presented his thoughts on ways that the Mountwood PPG might attract more

members via the PPG page on the Mountwood site; the waiting room television & notice board.

Specifically, if we produce monthly items for the PPG page on the Mountwood website which

incorporate items by the National Association of Patient Participation (NAPP). Some items

sent include breaking news which is also new to GP Surgeries -information on what might

be under discussion or intended to be introduced, however, often things mentioned change or

are not introduced – we would not want patients calling the surgery for comment or update.

12. Under A.O.B. Gillian kindly provided details of another surgeries PPG after we had mentioned at

previous meeting that we would like to get more involved in making a positive contribution to

both the practice and patients at Mountwood. The practice PPG mentioned will be looked into

and reported on at the next meeting.

Next Mountwood PPG meeting on Thursday 28th October at 14.30.