

THREE VILLAGES MEDICAL PRACTICE

Dr R H Tapparo
Dr C L Robinson
Dr A Uppal
Dr D Harrison
Dr D Foulds
Dr L Barr
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Three Villages PPG Minutes 28th August 2024

- 1.
2. Present: Maria Lodge-Smith (MLS) Chair, Colin Burch (CB) Treasurer, Sandra Hall (SH) Lead Receptionist, Debbie Whittaker (DW), Linda Sabin (LS), Alan Watkins (AW), Alice Dainty (AD) Deputy Practice Manager, Dr D Harrison (Dr H) GP Partner
3. Apologise: Marion Griffiths, Hilary Taylor, Carol Longmore, Liz Davenport, Roger Noons, Inge Hill, Janet Smith (Secretary)
4. Welcome to New Members
5. Minutes of Last Meeting- 26th June agreed as true record
6. Matters Airising- NIL
7. Items Raided by PPG Members
 - a) Finance Update- No outstanding bills, current balance of the account is £755.30. The surgery will reimburse for the insurance policy for the Tea Group.
8. Practice Update
 - 2612 online forms submitted in the last 30 days and 1725 phone calls answered. Shows the demand is still very high for the practice. Two apprentices starting in the next few weeks which will help with the demand
 - New receptionist and three returning registrars are fitting in well with everyone and having positive feedback on the registrars
 - National GP survey- went through results, shows there has been a national drop over the past few years and the three villages are mostly above national experience. Survey was only answered by just over 100 people and was sent out during our change over in appointment system. Our Friends and Family test continue to improve with ratings on access and overall satisfaction of appointments
 - Lies on social media- Have been a few posts from people on Facebook where they haven't been able to get through to us or access appointment etc. When we have looked into this further can see that the patients haven't attempted to make contact to us. PPG members to be aware that not everything is true online and we do try to investigate where possible
9. AOB
 - Terms of reference have been completed for all PPG members to sign
 - Leaflet for Message in a bottle campaign. Encouraging staff to take with them on home visits
 - Best and worst GP- news article in Stourbridge News Paper. Three Villages ranked 13th out of 17. CB asked what we were doing regarding the results. Survey was taken in the changeover period which may have negatively affected our results
 - BMA Contract- Raised by CB regarding number of appointments each clinician sees. Dr Harrison explained the partners were not dropping appointments and continue on 10 minute appointments but may change depending on demand, all salaried GPs

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and Registrars are on 15 minutes appointments and do 25 contacts as per BMA guidance.

10. AAA screening talks- Very informative about the importance of AAA screening, leaflets taken by practice and PPG members