Nightingale Valley Practice

Patient Participation Group

19th February 2025

Summer Kendall, Deputy Practice Manager

Zoe Roberts, Operations Manager

Barbara Bayford, Patient

Nina Steventon, Patient

Pam Valentine, Patient

Mukaila & Abby Agbaje, Patients (father and daughter)

What is the PPG – the PPG is used for the practice to share its plans/improvements and gain patient feedback.

Some new processes which the practice will be launching shortly are:

 Auto-registration

 NHS App

 Friends & Family Test

What is the best way to communicate our plans/improvement to our patient population:

 TV in reception, but only of any value if sat in the waiting room

 Social media, but only of any value if on social media platforms

 Website – share more information

 Chemist – could they post patient information

Brislington News – could they run an article; practice will reach out to Guy to ask if he can offer anything. (guy@gwilkinson.org.uk

It was asked what happens when a patient is late – it was explained that the system allows up to 10 minutes after the patient allotted time. If they do not arrive within that time, they are automatically marked as DNA. These are monitored and the practice has a policy whereby patients are contacted after 2 DNA’s and appropriate warnings are issued. Repeated non attendance can lead to removal from the practice list.

The PPG will be held 3 monthly.