

The Mounts Medical Centre

MOUNTS MEDICAL CENTRE

PATIENT PARTICIPATION GROUP

Date: 18th June 2025

Present:	At the Mounts: (patients names redacted) Jemma Robins (PM), Dr. Zafar (Partner)		
	Via teams: (patients names redacted)		
Apologies:			
Agenda Item	Key Discussion Points	Said by	Action / Who
Introductions	Introduction round the table then on teams.	Jemma	
Changes to APPT	Very good feedback, very happy with the online triage (it's really good), one was concerned about older patient who did not have access to the internet. Explained that we still take calls over the phone and can fill in the form for patients. Patients happy with the change of picture to make to clearer.		
Digital update	More changes have been made website in line with patient requests		

Vaccinations	Uptake last year very poor, discussed the implications of this with the group. Patient did not understand why it is important to go to the practice not the pharmacy. Preparations in progress for this September		
Smears	As above. Patient asked if we could remove patients, but this can only be done if we are sure they are not at the address or have been physical abusive. New system to start soon		
Patient survey	Sending to small groups each month thought accurx. Results are very promising. This is hoped to improve in October when we will be open all day		
AOB	• Need to try to improve the uptake for the meetings, most happy both do online meetings. Consider only online for next meeting. • Next meeting December due to groups commitments		