

ADELAIDE PATIENT PARTICIPATION GROUP (PPG)

Notes 11 Feb 2026

<p>Present: Belgin Bozsahin (Practice Manager) Debbie Ensor Elsa Santos Graham Williams Hilary Lance (Chair) Jamila Heinecke Mark Agathangelou Natasha Leith-Smith Sara Katchi Sheila Rossan Vanda Renton</p> <p>Potential new member: Janet St John-Austin</p>	<p>Not in attendance: Cathy Katz (GP) Bee Thompson Carlie Newman Jessie Gibson Juan Schehtman Michael Fletcher Peter Sibson</p>
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Item	Action
<p>Apologies and introductions As above</p>	
<p>1. Rule of PPG engagement and code of conduct (Copy attached) Over the last few years some PPG members have at times inadvertently broken the tacit rules of good courteous behaviour inside and outside meetings . The chair felt it would be helpful to make these tacit rules more explicit. With the recent increase in PPG membership, it has also become necessary to ask members to be more stringent in following the code of conduct in meetings</p>	
<p>2. Practice Update</p> <p>Staff changes.</p> <ul style="list-style-type: none"> • Dr Dunlop has retired. The PPG wishes her well. She will be much missed . Belgin to pass on PPG message • Dr Freedman, when back at the end of February, will take on the role of GP to care homes . A p/t locum will cover Dr Dunlop's other sessions until August, when Dr Soheeb Mehr returns • There is still a need to recruit a new P/T receptionist . Belgin is taking time to find the right person, who must have specific GP reception experience. 	Belgin

Taking photos on the Surgery premises

- Some patients have started taking photos of the staff photo board. This is unacceptable and intrusive. A notice is now displayed saying no photos are permitted. While the Practice offers a public the premises are private. With many staff changes, the PPG recognises that it can be hard for patients to put names to faces and to remember who is who.

Practice Website + footfall

- Dr Brill will shortly be working on revisions to the Practice live web site. The aim is to make the site more user friendly and easier to navigate. PPG feedback will be requested soon and welcomed
- It was reported by patients that were some problems with booking through Footfall e.g. cannot book more than two days ahead. Belgin to check this and related issues out.

NHS app

- is being strongly pushed by the NHS . This does not always “sit” well with other apps and hospital websites. Cornel is our NHS app champion and available to help those who are experiencing problems with using the app .
- Graham does some voluntary work with Age UK Camden. Some NHS app experts visited Age UK locally to help older people in using the NHS app. Graham offered to find out if this help might be available for our patients .
- Better use, eg more frequent coverage, of the waiting room TV screen to promote the NHS app tutorial was suggested . Belgin to explore.

Belgin

Graham

Belgin

3. PPG membership

- The number of PPG members is now at 17 patients . We discussed how we might access feedback from under-represented groups. Given our space constraints and our working methods (e.g. daytime meetings – a trial of evening meeting some years ago did not work), actively seeking new members is not necessarily currently the best way forward. It was agreed to resurrect a former plan of a special project aimed at seeking feedback from an under-represented group: e.g what works well for you and what could be better? Various suggestions were made about target group and methodology e.g use of QR codes, paper questionnaires, interviews . Agreed that Sheila and Jamila would work with

Sheila
Jamila
Belgin

<p>Belgin to make a project proposal for the next PPG meeting (likely to be mid April) .</p> <p>4. Audits, special projects and feedback</p> <p>Complaints and significant events</p> <ul style="list-style-type: none"> • Hilary and Belgin met to audit these. Numbers of both were down on previous years <p>Long term condition – CollaboRATE survey/ feedback 2025-2026</p> <p>The Practice collected feedback from 25 patients who attended LTC reviews and checks:</p> <ul style="list-style-type: none"> • Adults: 21/25 • Children: 4/25 <p>Patients were asked to rate the care they received on a scale of 0–4, with 4 being the highest.</p> <ul style="list-style-type: none"> • Responses of 3 or 4: 22/25 • Responses of 1 or 2: 3/25 <p>The practice conducted the same audit last year and the response are very similar to this year.</p> <p>Postscript:</p> <ul style="list-style-type: none"> • in the PPG Annual Report for 2025 the chair also reported on Friends & Family Test results, google reviews and the Practice’s results on the National Patient Survey <p>Conclusion</p> <ul style="list-style-type: none"> • The Adelaide Medical Practice is to be congratulated on the consistently high positive feedback from patients and on the low numbers of formal complaints and Significant Events. The PPG is well supported and valued by the Practice. Belgin to let the staff team know . 	<p>Belgin</p>
<p>5. AOB No time for a.o.b</p>	

Adelaide Medical Centre PPG Code of Conduct

PPG meetings:

- ❖ Emails about meeting dates are not electronic invitations so members will have to input these dates into their own calendars / diaries
- ❖ Please send apologies if you are unable to attend a meeting and arrive on time so we can make the best use of our short time slot
- ❖ Indicate if you wish to speak by raising your hand
- ❖ Respect one another by listening to whoever is speaking. No interruptions
- ❖ Avoid separate chats with your neighbour – only one person talking at a time.
- ❖ Phones off and out of sight
- ❖ Recording the meeting is not normally acceptable and then only with permission from the group .
- ❖ Personal information shared in the group is confidential
- ❖ The PPG is not a place to resolve personal medical/clinical issues, but personal experience may form useful feedback

At other times

- ❖ You may only access the staff room/kitchen and other staff areas with permission
- ❖ As a member of the PPG you are not entitled to privileged access to clinical or administrative help - you must follow the procedures set out for all patients : e.g via the Adelaide Medical Centre's generic email address, adelaidemedicalcentre@nhs.net
- ❖ The Practice Manager's email address may only be used for PPG related matters
- ❖ The Practice policy is that personal email addresses are not used for patient communication.
- ❖ PPG members' personal emails should not be shared with others outside the PPG without the owner's permission

Extract from PPG Annual Report 2025 on patient feedback

Friends and family test (F&FT)

29 F& FT feedback forms (19 via SMS/Message and 10 by Card) were received over an 8 month period in 2025 . In answer to the question "Would they recommend the practice"? The results were:

- 16 Extremely Likely
- 10 Likely
- 3 Neither Likely or Unlikely
- 0 Unlikely
- 0 Extremely Unlikely

So 90%, (26/29) would be Extremely Likely or Likely to recommend the practice

The comments received were:

- Given that 20% of people are not on the internet, and no smartphone QR-only notices are not inclusive
- Dr Meta is excellent and thorough, shame he has to move on
- Lovely practice
- The receptionists are very helpful and understanding. The doctors give a wonderful service. I would recommend this practice as one of the best
- I am newly registered, and I am amazed at the prescription request turnaround. At my old surgery, it took 7 days!
- Please can we have an electric door entrance door and an assisted lift into the surgery. Patients could contribute to the cost
- very good practice, lovely doctors
- Very good, especially in reception
- Dr Brill is lovely

PPG members were particularly disappointed about the very low numbers of forms collected and asked the Practice to seek ways to improve on the numbers of forms submitted . The chair has since pursued this with the Practice Manager, and the problems have been addressed. It emerged that due to the handover of responsibilities the collection of F&FT forms was overlooked for a period of time .

National Patient Surveys

National survey results are on Practice website - go to <https://www.adelaidemedicalcentre.nhs.uk/> - scroll down to the very bottom of the

home page for full details . The scores are impressive but not easy to summarise. There were in total twelve criteria assessed - details attached separately.

Google reviews

The Adelaide Medical Centre had 134 Google reviews over four years giving the Practice a score of 4 out of 5 stars

Complaints and Significant Events

The chair meets annually with the Practice Manager to audit anonymised logs of complaints and significant events and provide feedback to the PPG.

Over the year there were 26 formal complaints from patients

About whom	Subject areas
14 practitioners 9 reception staff 3 other staff	7 staff attitude / behaviour 6 related to communication issues 13 were a mixed bag about clinical issues, follow up care, medical treatment, confidentiality, medical records, referral refusal, prescription refusal

For the year 25-26 so far there have been 7 Significant events [14 over 24/25]

2 health and safety events involving careless use of electric heaters	Safety procedures reinforced
2 mix up of patient related information	Resolved and patients informed
1 accidental deletion of data on EMIS*	Data recovered
1 clinical appointment patient mix up	Quickly resolved
2 computer system / EMIS crash	Short term

*EMIS : Patient Medical Information System

Conclusion

The Adelaide Medical Practice is to be congratulated on the consistently high positive feedback from patients and on the low numbers of formal complaints and Significant Events. The PPG is well supported and valued by the Practice.