

Great Chapel Street Medical Centre

PPG Meeting Minutes

Date: 28TH August 2025 at 1pm.

Attendees: OH, Siobhan Moriarty, Practice Manager

1. Welcome

SM welcomed OH to their first PPG meeting and introduced herself as the Practice Manager at Great Chapel Street Medical Centre. SM was very pleased to meet OH and thanked them for taking the time to meet with her.

2. Walk in Clinics

SM discussed the walk-in clinic with OH and asked whether they had experienced any issues with access or waiting times. OH explained that they see several clinicians within the practice and always pre-book their next appointment, so they do not attend the walk-in clinic as often. However, they added that when they have attended, they have always managed to be seen by a GP or nurse.

3. Living/ memorial wall, art packs and Gallery – Re-visit

SM introduced the idea of displaying artwork created by patients in the practice, as discussed at the last PPG meeting. OH felt that many patients would be interested, and said they would personally attend an art class held in the waiting room, or any social event organised by the practice. SM suggested taking back to the directors the idea of holding a bi-monthly event for patients, and said she would welcome any suggestions from patients. OH suggested meditation or calming exercises. SM agreed to take this back to the team.

GP Survey Results

SM discussed the recent GP survey results that had been published. SM explained that batches of surveys are sent to patients to gather feedback on the services provided. SM and OH reviewed the questions and outcomes together. OH felt the results reflected their own experiences at the practice and said they had only ever received the very best care from the team. A particular highlight was the 100% positive feedback for the reception and admin teams. OH offered nothing but praise for the reception team, especially noting their interactions with the reception manager, describing them as consistently supportive and helpful at every visit to the practice.

Feedback

OH shared that all of the team have been supportive throughout their journey and credited them with helping through what has been a very challenging year. They expressed their gratitude and said they truly value the care and kindness shown by everyone at the practice.

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5. Blood Clinics

SM asked whether it would be beneficial to hold dedicated blood clinics once a week. OH felt the current system works well, but suggested seeking views from a wider group of patients to gain broader feedback.

4. AOB

SM discussed the idea of having a water cooler for patients to have access to water. OH thought this was a very good idea, as they do not like to bother reception when they are working asking for a glass of water.

SM to investigate and report back to the directors.

Date of next meeting – TBC in December 2025