



## Minutes of Hampton Medical Centre – Patient Participation Group

**Date:** 17/07/2025 at 6:00 pm

**Present:** David Fear, Allison Wenlock, Harry Morley, Perry Ludlow, Graham Cooper, Sue Cooper, Anna Ross, Christine Kenedler, Allen Ager, Odaro Augustine-Ohwo, Animesh Roy, Asad Parvaiz, Wajeeha Asad

### Summary

- Discussed the challenges and strategies for managing the increasing number of care homes and elderly facilities in the area, including the role of care coordinators like Harry.
- Explained the recent programme of works which expanded clinical space in the current premises with the creation of 3 additional clinical rooms and improved facilities in existing clinical rooms.
- Reviewed the results of the Health and Wellbeing Survey, noting limited access to healthcare and financial pressures as key challenges, but also recognising strong community assets.
- Discussed patient feedback from recent Practice Patient Survey, with a focus on improving face-to-face appointments, appointment availability, and call queue management.
- Provided a staffing update, mentioning the recruitment of a new practice nurse, K Panjwani from 4<sup>th</sup> August and new Salaried GP Dr. Saiki from 1<sup>st</sup> September.
- Highlighted the importance of patient participation in surveys and feedback to guide improvements in practice services.
- Discussed the potential for a new health centre and that we are currently at the planning and approval stage with Peterborough Council, but that there are still several stages to confront until full NHS approval is granted.

### Introducing the Care Coordinator

Practice Care Coordinator Harry, provided an account of his day to day duties as Care Coordinator and how he combines this role with his other Practice roles of Receptionist and QOF analyst for the Practice.

### Peterborough Health and Wellbeing Survey

Allison presented the headline findings from a Health and Wellbeing Survey which was conducted across the Bretton, Park & Hampton PCN and also Peterborough & East PCN. It was coordinated by North Cambridgeshire & Peterborough Care Partnership, Peterborough City Council and other partners in the social sectors. It covered the post codes of PE1, PE2, PE3, PE4, PE6, PE7. The survey highlighted challenges such as limited access to healthcare, financial pressures, concerns about crime, gaps in mental health support, and issues related to housing, transport, and the cost of healthy living. It also identified strong community assets, supportive social networks, and green spaces as positive aspects of the area.



## Patient Practice Survey

Perry presented the highlights from a recent Practice Survey which focused on access to the Practice and Clinical Care. It was conducted across March to May 2025. The survey sought a response rate of 5% from the Practice Registered list, which it achieved, with a total of 588 responses.

Responses showed average and higher satisfaction scores across the 8 questions asked.

49% of patients reported no recommendations for improvements to the Practice.

37 % of patients wanted to see improvements relating to:

- increasing the number of face-to-face appointments at the GP practice, as 15% of survey respondents expressed a desire for more in-person interactions.
- increasing appointment availability at the practice.
- improving the call queue system at the practice, with 6% of survey respondents indicating room for improvement.

14% of patients made a range of miscellaneous recommendations.

## Staffing Update

We have a new Practice Nurse commencing with the Practice on 04/08/2025.

New Salaried GP Dr Saiki is commencing with the Practice on 01/09/2025.

The Practice is out to recruitment for another Salaried GP and an Advanced Nurse Practitioner.

## Any Other Business

Practice PPG meetings are held quarterly during: January, April, July, October.

They are always on the third Thursday of the month from 6:00 pm to 6:45 pm.

**Date of Next Meeting: Thursday 16<sup>th</sup> October 2025 at 6:00 pm**