

Meeting:	Patient Group Meeting
Date:	22.9.2025
Location:	Seminar Room
Chair:	Farina Ahmad

Notes:

Present: Farina(FA), Sue, Jagdish & Anne P

<u>Agenda item</u>	<u>Discussion/Requirement</u>	
Apologies	Brian & Joan	
GP 2025 Patient Survey	<p>National GP 2025 Survey results : 355 surveys went out 2024 (329) 121 surveys sent back 2024 (125) 34% completion rate 2024 (38%)</p> <p>Key Points: -Good overall Practice experience 83% : 2024 73% -Good overall experience of contacting the Practice 75% : 2024 60% -Helpfulness of Reception & administrative Staff 92% -: 2024 81% - Ease of getting through on the phone 56% : 2024 44% - Ease of contact using the website 47% : 2024 34% -Patients who felt their needs were met during their last appointment 96% -2024 (87%) -Patient involved as much as they wanted to be in the decision of their care 97% (92%) -Patients needs were met 96%:2024 (95%) -Patient had confidence & trust in Healthcare profession they spoke to / saw 98% (96%) -The Healthcare profession was good at listening to the patient 93% :2024 88%</p> <p>Actions Taken to Improve Patient Survey 2025/ 2026 Following the implementation of the CALL BACK SERVICE over 11 months ago this has improved phone access by 12% Ease of contacting the practice through the website has also improved by 13 %</p>	

		Encourage use of NHS App & to encourage more patients to register so that they can submit their repeat prescriptions online – currently at 47% , same as 2024	
	Friends & family link post appointment	<p>Patients are encouraged to complete the 30 second survey following their experience visiting the Practice after their appointment.</p> <p>Results for August 25: - Total number of responses : 121</p> <p>Very Good – 79% Good – 18% Neither good / poor – 2% Poor 1%</p> <p>The data is posted monthly with all the patient comments onto our Nork Clinic website page News - Nork Clinic https://www.norkclinicbanstead.nhs.uk/about-us/news/</p> <p>Patients are overall very satisfied with the Practice which gives a boost to staff & clinicians who work tirelessly to provide the best possible service to our Patients</p>	
	Community Health Fair Event at Tadworth leisure 8 th October 10-3pm	<p>This is the second year this is running. Last year was a big success.</p> <ul style="list-style-type: none"> • Pre- bookable 75+ Covid and flu vaccinations are being offered. This can be booked by patients either by calling the Practice or several direct booking links have already been sent out to patients • There will be Health Stations, offering NHS health checks; talks ; support for mental health • Poster is on the Website https://www.norkclinicbanstead.nhs.uk/about-us/news/ 	
	Ear Micro suction service now running at Nork	<p>From October 2025, Nork Clinic are now offering Ear Micro- suction at the Practice.</p> <p>We are thrilled to announce that Nurse Maria and Chris (Healthcare Assistant) have successfully completed their micro-suction training.</p> <p>Please call the surgery to book your appointment or book using the website. Your ears will need to be checked first to see if wax is present before the actual appointment.</p>	

	Staff Updates	<p>GP Registrars: Dr(s) Harry Jargo and Dr Alson Rodrigues who both qualified as GPs left us in August. We wish them all the best</p> <p>Dr(s) Dawar Elahi & Cillian Courtney have joined us form August for one year rotation.</p> <p>Reception/ Admin</p> <p>Sadly Anne Perera who has been with the Practice for over 10 years is leaving us, together with Karen Seaman who has been with the practice for 5 years. We wish them a Happy Retirement.</p>	
	AOB	<p>Our Saturday Flu clinic will be held on Saturday 4th October 2025. 500+ patients have been booked in.</p> <p>We are still trying to attract new members to the Group. Details are on the website & on new patient Registration form. We are thinking of organising an event at the Surgery.</p>	
	Date of next meeting	19 th January 2026 at 5.30pm (Monday)	