**Ordnance Unity Centre for Health**

**Face-to-Face PPG meeting**

**Date: 31.07.2025**

**Chair**: **[SA]**

**Ordnance Unity: Magdalena Zagajewska [MZ], Dr Claire Nicol [CN]**

**PPG Members / Attendees: [SA], [CC], [JR], [SM], [ET], [RC], [BA], [Asr], [JS].**

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| **Agenda items** | **Discussion**  |
| **Welcome and Introduction** | * Dr CN welcomed all members and attendees to the meeting. She introduced herself, explained the role of the PPG, the purpose of the meeting and housekeeping rules.
* Explanation that the PPG was not a place for addressing individual complaints or medical issues, but a forum where members could provide feedback on the service provided, a place for sharing ideas which could shape the service provided, and where the Surgery could keep members updated on developments and progress
* Introduction of the Chair, Mr SA
* Dr CN introduced members of the Ordnance Team in attendance and explained their job roles: Magdalena Zagajewska – Site Manager
* Dr CN outlined the agenda for the meeting:
1. Staffing
2. Telephone Statistics
3. Friends and Family Test (FFT) statistics
4. Triage Statistics
5. GP Patient Survey and action plan
6. Any other business
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| **Staffing Updates** | * The meeting began with updates on staffing. Two female GPs, Dr Kouadria and Dr Chan, joined the practice in May and June 2025 respectively.
* Dr Kouadria is currently covering for Dr Nongbri during her maternity leave, and patients previously under Dr Nongbri have been reassigned accordingly.
* However, patients are encouraged to speak to reception or Magdalena Zagajewska (MZ) if they have preferences regarding their assigned GP, and adjustments can be made. Similarly, Dr Chan has taken over the patient list from Dr Ismailah, who has moved abroad, with the same flexibility offered to patients regarding their preferred GP.
* The administrative team has also seen growth, with two new members starting in May. Their contribution has been valuable in managing the workload effectively. Another team member is expected to join in September.
* The practice is aiming to be more proactive with recruitment, especially in preparation for the typically busy autumn and winter periods.
* Additionally, the daily presence of a clinical pharmacist continues to support both medicine-related queries and triage. Dr Nicol highlighted that many medical enquiries may be directed to pharmacy staff who are equipped to provide clinical advice or resolutions.
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| **Telephone Statistics** | * Telephony performance was reviewed, showing notable improvements.
* Between January and June 2025, the average call queue time was 2 minutes and 8 seconds, with June alone averaging 1 minute and 57 seconds.
* During peak hours (8–9am), the average wait time was 3 minutes and 50 seconds, down from 4 minutes and 42 seconds in the previous six-month period.
* The automated call-back system has been implemented to enhance patient experience, although uptake remains low—only 27% of the 1,277 call-back offers were accepted. This is likely due to the reduced queue times.
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| **Friends and Family Test**  | * Feedback mechanisms were discussed, particularly the Friends and Family Test (FFT). Patients receive SMS links after face-to-face consultations to rate their experience, and paper forms are available at reception upon request.
* Dr Nicol encouraged patients to use these channels to share feedback and suggestions. For managerial feedback, patients are welcome to speak directly with MZ, who is available on-site Monday to Friday from 9am to 5pm.
* The latest FFT data shows that 91% of respondents rated the practice positively in May 2025, an increase from 88.6% in March. These results exceed both the ICB average of 89% and the London average of 90%, and the practice remains committed to maintaining this high standard.
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| **Triage Statistics**  | * Access to GP appointments continues to show significant improvement.
* The medical request form typically remains open until lunchtime, although this varies depending on demand.
* On average, it takes 78 minutes to complete a medical request. Between January and June 2025, the practice received 20,734 requests, of which 13,695 were medical in nature—averaging 2,283 medical requests per month.
* DNA (Did Not Attend) rates for GP appointments remain low at around 3%, despite automated text message reminders being sent to all patients. The overall DNA rate for all clinicians stands at 4.1%, which is consistent with the national average and lower than both the London average of 5.4% and the North Central London (NCL) average of 5.1%.
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| **GP patient survey**  | * The results of the National GP Patient Survey were also reviewed. Conducted annually by IPSOS, the survey involves a random selection of patients, with responses typically received at the beginning of the calendar year.
* The 2025 results were released in July. A total of 602 surveys were sent out, with 95 responses received, resulting in a 16% completion rate. It was noted that the sample size is small and does not distinguish whether respondents have recently used the practice’s services.
* Nonetheless, the percentage of patients rating their overall experience as ‘Fairly good’ or ‘Very good’ has increased to 65%, which is an improvement from 2024 and better than local practices. However, this figure remains lower than the real-time feedback received through the FFT.
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|  | * Following the survey results, the management team has reviewed the feedback and developed an action plan aimed at improving the outcomes for the 2026 survey. The goal is to exceed the average ratings for North Central London (NCL) practices, which includes 175 practices. Input and endorsement from the PPG membership are welcomed to help shape and implement the plan. With the next survey scheduled for early 2026, there is a six-month window to make meaningful improvements to the patient experience.
* MZ is happy to share the detailed results with members upon request. The Chair, Mr Sean Andrews (SA), specifically asked for the results to be sent to him by MZ.
* Overall, the group agreed on a plan to improve certain areas, including continuing with the phone queue call-back system. Additionally, it was proposed to update the welcome message on the phone system to inform patients that non-urgent queries can be submitted via the practice website. For those unable to do this themselves, reception staff are available to assist over the phone.
* We also discussed the visibility and usability of the practice website. Members were guided through the site, with a particular focus on the medical request form and its features. Dr Nicol kindly offered to demonstrate how patients can use the online services themselves, using a test patient profile to walk members through the process live on the big screen.
* The group also discussed the practice’s policy of addressing one medical problem per appointment. This approach helps ensure clinics run smoothly and that consultations are not rushed due to time constraints. To support this, GP appointment durations have been increased—face-to-face appointments are now 15 minutes, and telephone appointments are 7.5 minutes. Friends and Family Test (FFT) results continue to reflect high levels of patient satisfaction. There was a suggestion to include a reminder about the “one problem per appointment” policy in appointment confirmation texts; however, it was noted that this may come across as too direct or potentially hostile, so the wording would need to be considered carefully.
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| **Any other Bussiness** | * In other updates, ‘weight-loss jabs’ (GLP1-RAs) have been approved for use nationally by the NHS. However, local prescribing guidance has not yet been issued, so GPs are currently unable to prescribe them. Further information is available on the practice website and will be updated as guidance evolves: ordnanceunity.nhs.uk/glp1-ra-update.
* The consultation room that was affected by a roof leak has now been redecorated and is back in use. It is currently occupied by Dr Kel, a GP registrar supervised by Dr Sandhu.
* Dr Nicol kindly offered to demonstrate how patients can use the practice’s online services by completing the medical request form themselves. Using a test patient profile, she guided members step-by-step through the process on the big screen, showing how to fill out the form, upload photos, request their usual GP, or indicate a preference for a doctor they’ve previously seen and were happy with. She also encouraged everyone to register for the NHS App, briefly explaining that once set up, patients can book appointments, view their medical history, access past and upcoming appointments, and request repeat medications.
* MZ added that for those unable to install the app independently, they are welcome to visit the surgery with photo ID, where the NHS App Ambassador will be happy to assist them through the setup process.
* The meeting concluded with an open floor for questions and any other business.
* During the "Any Other Business" section, several questions were raised by members. SA asked how many patients are currently registered at Ordnance Unity Centre for Health. MZ explained that the number typically fluctuates between 12,000 and 13,000 patients and continues to grow steadily each year by several hundred.
* A question was raised by CC regarding the start dates for the upcoming flu and COVID-19 vaccination programmes. It was explained that, according to NHS England, the 2025/26 seasonal flu vaccination programme will begin on 1st September 2025 for pregnant women and eligible children, and from 1st October 2025 for all other eligible adult cohorts. The COVID-19 vaccination programme will run from 1st October 2025 , with the majority of vaccinations expected to be completed by December 2025.
* RC inquired about her usual GP, and MZ confirmed she had a list of all members’ assigned GPs and would be happy to share this information individually after the meeting, which was kindly accepted by the group. She also noted that patients unsure of their usual GP can contact reception at any time, where staff can provide this information.
* ET asked how to receive the Friends and Family Test (FFT) feedback link. CN and MZ clarified that the system automatically generates and sends the link to the patient’s mobile phone following a face-to-face consultation.
* Members also asked whether they could still call reception and request assistance with completing the online medical request form. MZ confirmed that this support remains available and that reception staff are happy to help. Additionally, a note can be added to a patient’s record to alert the team to complete the form on their behalf when they call.
* Meeting concluded with no other questions at 16:32
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