

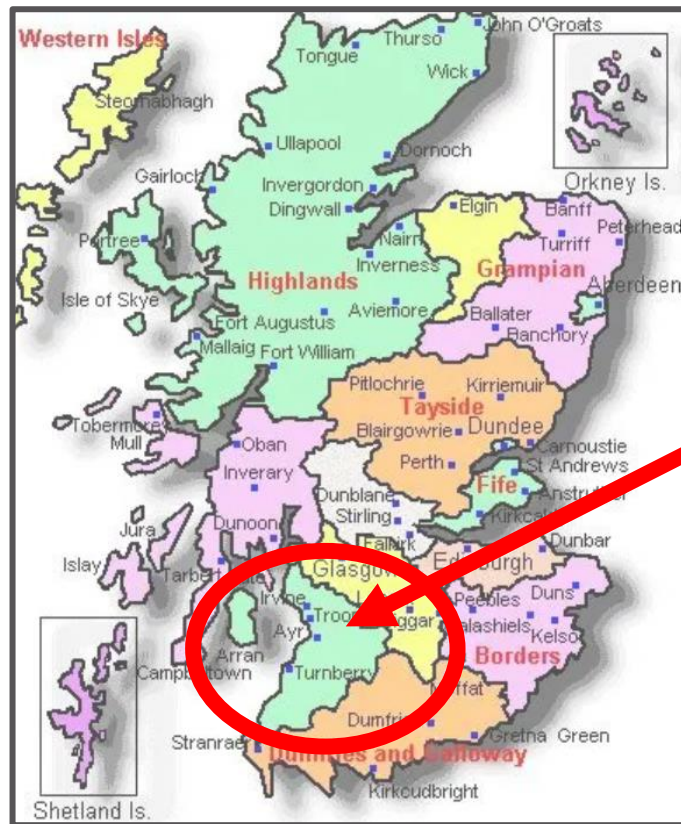
# Patient Experience in Primary Care

## "Don't Forget the Patients"

Healthcare Improvement Scotland

25 November 2025

# Where we are



[Engaging Communities](#)[Equipping Professionals](#)[Service Change](#)[Informing Policy](#)[About](#)

# Community Engagement and Transformational Change

Supporting the engagement of people and communities in shaping health and care services in Scotland

Our strategic vision: meaningful engagement matters 

# What is a PPG?

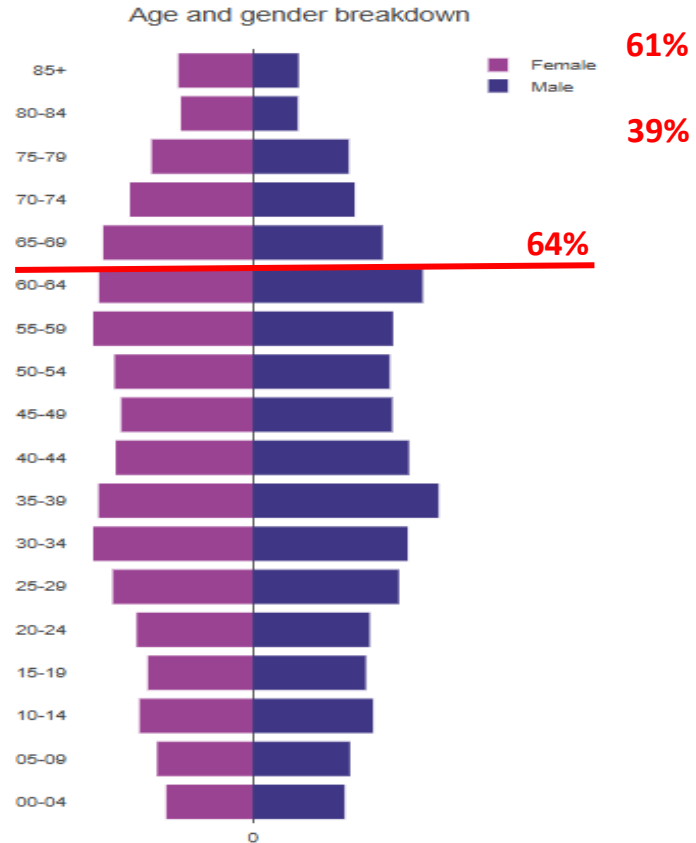
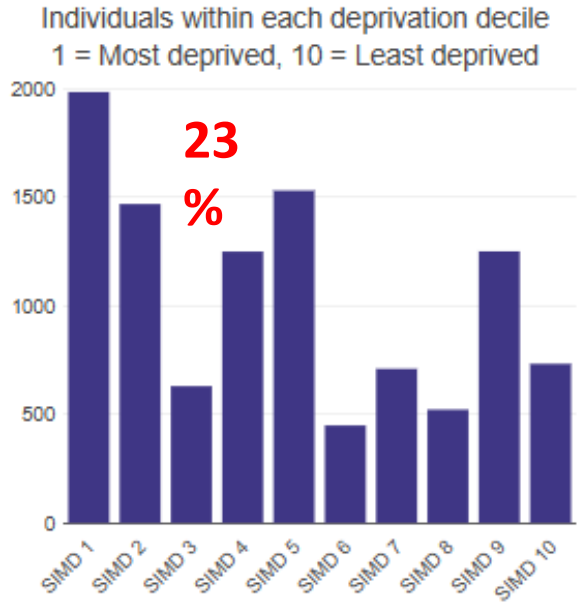
A group of patients, carers, and Practice staff who meet regularly to:

- **Discuss** - Practice issues
- **Share** - patient experience
- **Suggest** - improvements to services

# Things to Consider

- Who will attend?
- How will you recruit members?
- How often will you meet?
- What format will meetings take?
- What topics will you discuss?
- How will you maintain momentum?

# Who will attend?



# How Will You Recruit?

## Visible Posters and Personal Talks

Posters in waiting rooms raise awareness while PPG members engage patients directly to boost interest.

## Digital and Online Presence

Social media updates and a dedicated website page extend outreach to diverse and younger audiences.

## Staff Communication and Patient Contact

Practice staff identify interested patients and discuss PPG opportunities during visits and prescription pickups.

## Community Outreach and Collaboration

Advertising in community venues, hosting open days, text messaging, and collaborating with other community groups enhance engagement.



# How often will you meet?

## Newsletter Spring Summer 2024



## Barns Medical Practice Newsletter Spring/Summer '25



### Team Changes



Dr McKinnon has completed Practice as a locum covering

Dr Katie McLauchlan joins the  
Lauren McCall joins the Pract



## Newsletter Autumn/Winter 2024



Ne

We welcome Drs Chaudhry, Jenkir  
continuing medical training. Drs

We also welcome Elli



### Car Parking

We know it can be a source of frustration that patient car parking is not available, and despite the fact the Practice only has space for 10 cars which those who need their car to carry out their duties have one disabled space available for drop-off and pick-up. Access for drop-off and pick-up is unreliable. Access for drop-off and pick-up is gained by buzzing Barns at the barrier entrance. In years gone by

## Barns Medical Practice



### New to the Team.

- We Welcome Dr Stoops, Dr Sundar and Dr Grier to the practice for their continuing medical training.

Midwife

### Disabled Parking

The Practice has one allocated disabled bay pictured below. If this bay is free and you are a blue badge holder, access to the carpark can be granted for your appointment.

We ask that you allow sufficient time to make alternative arrangements should this space not be free, in order for you to attend your appointment on time.

## AUTUMN/WINTER NEWSLETTER 2025/26



### Useful Telephone Numbers to keep in mind:

For Out of Hours advice please call 111.

- District Nursing Team-- 01292 513877
- Health Visitor- 01292 885501

# Meeting Essentials

- Ground Rules
- Ensure clear Aims and Objectives for the group
- Share Agenda in advance
- Agree Minutes of Last Meeting
- Update Action Plan
- Communicate widely

## Practice PPG Aims

- Gain patient perspective on Practice services
- Involve patients in decisions about the Practice
- Continuously improve services and quality of care
- Open, honest, fair and constructive discussion
- Improve patient (and staff) satisfaction

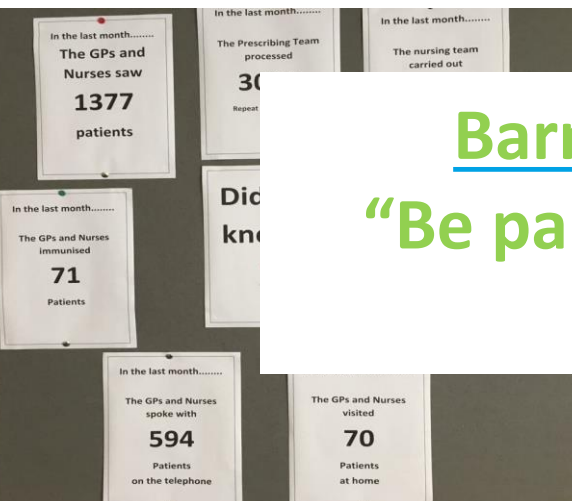
# What Do You Want to Discuss?

- **Practice Operations and Services**
  - Access to appointments and waiting times; DNAs; telephone access; repeat prescription processes; online services; vaccinations; medicines management
- **Communication and Engagement**
  - Improve patient communication (texts, emails, posters); website and social media updates; promote the PPG and increase membership
- **Patient Experience**
  - Physical environment – building accessibility, waiting room privacy; patient feedback and HACE survey results
- **Events and Health Promotion**
  - Planning health awareness events or open days; promoting self-care and local health campaigns

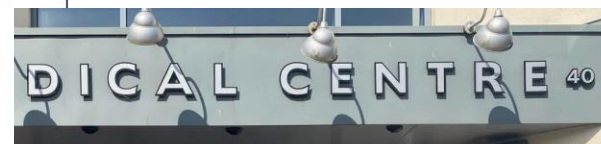
# Maintain Momentum

- Consider the challenges
- Create an Action Plan
- What's in it for the patient?
- What's in it for the Practice?

LATEST: Covid and your Medication



A Patient Guide to Repeat Prescriptions



Barns PPG Mission Statement

“Be part of something that makes a difference”



# Patient Feedback



*"It's a privilege to be part of the PPG – meetings are fresh and informative"*

*"We're always kept up to date and grateful for the opportunity to feedback on suggestions such as chairs in the waiting room and new health programs"*

*"Barns makes patients feel listened to and respected"*

*"Even during lockdown we were all kept up to date with changes"*

*"When the idea of a PPG was first suggested and a request was made for members, I put my name forward. I had experience of similar committees and felt I might be able to make some contribution"*

*"It is heartening to report that any issues raised are acted upon"*

*"The group has without doubt made a significant contribution to the Practice in many areas"*

## Start-up guide for Participation Groups in Scotland

July 2018



## Patient and public engagement in General Practices in Scotland

October 2019



# Give Your Patients a Voice



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[www.medicayr.co.uk](http://www.medicayr.co.uk)

Barns Medical Practice

