



Mount Pleasant Health Centre

Patient Participation Group Meeting Summary

Monday 23rd June 2025

Scrivens

Scrivens have taken over the audiology provider contract from Chime as reported at the last PPG meeting. Work is underway in tackling the waiting list. Clinics are available at the former Chime offices in Queen Street, the RD&E and also at the health centre. Scriven's have been invited to the next PPG meeting.

Patient Education Sessions

A Mental Health patient education session led by Talkworks, was held last week at the health centre as part of the current round of patient education events, with approximately 30 people attending and positive feedback was received. The next session, also led by Talkworks, on Sleep Health is due to take place on Tuesday 19th August 2025.

At the beginning October there will be another education session on 'Healthy Eating', led by the University of Exeter. Please book a place if interested via the website and these sessions are open to everyone, not just registered patients at Mount Pleasant Health Centre.

Demographic Data

The Practice Manager presented the current patient demographic data and discussed. The plan is to issue this data report every six months. The Practice Manager also shared a graphic describing the breakdown of all staff employed at the health centre and all the various roles that are at the practice, approximately 60 people are employed at the health centre which is in line with the national average for practices of this size.

Did Not Attend (DNA)

A good discussion took place concerning DNA's and how they are counted. There are two types of DNA's recorded. One is for patients who do not turn up for their face-to-face appointments and secondly, for those patients who miss a previously arranged telephone appointment. The practice is around the national average for face to face DNA's. The practice is seeing an increase in telephone consultations being missed. The PPG could assist with a survey of patients and to understand more why telephone appointments are missed. To consider this in the future.

Staff Meetings

A question was raised how often staff meetings take place at the practice. The Practice Manager usually has a range of different monthly meetings with all staff. In addition, the doctors hold half hour meetings each day for practice and clinical matters and training sessions are held monthly and whole practice learning events take place three times a year.

Nexus Primary Care Network (Nexus PCN)

Now into the 6th year of Nexus PCN and all doing really well. A new full time Pharmacist will be commencing soon, and Occupational Therapists are increasing their hours.

Pharmacy

Mount Pleasant Community Pharmacy could not attend this meeting, but the PPG reported good patient stories from using the community pharmacy service.

PPG Member Reports

The PPG Chairman attended joint Nexus, PPG / Friends of Mount Pleasant Health Centre, and Practice Manager's quarterly meeting. Work ongoing on improving patient access to the Nightingale Hospital. Friends of Mount Pleasant Health Centre held a fete recently which raised over £1,000. They are also looking for new volunteer drivers.

Any Other Business (A.O.B.)

A PPG member asked if 'sample pots' are available to patients on request. A GP in attendance explained the pots are part of a controlled stock held by the RD&E and the issue of issuing sample pots is determined by a clinician and their clinical assessment of the patient at the time.

Another PPG member asked if we could invite the Complaints Coordinator for the practice to the next meeting for an update.

Next Meeting Scheduled: Monday 22nd September 2025