



Mount Pleasant Health Centre

Patient Participation Group Meeting Summary

Monday 22nd September 2025

Scrivens

Scrivens Hearing Services delivered an informative presentation outlining their new role as the NHS-commissioned provider for hearing services in the local area, succeeding CHIME as of April. They now operate a clinic at the Health Centre on Mondays and Tuesdays for patients aged 55 and over with hearing loss, and maintain a retail location on Queen Street, Exeter (formerly CHIME).

The presentation detailed that NHS hearing assessments are free for eligible patients, with both NHS and private hearing aids available. NHS aids may be replaced every three years, and batteries are provided at no cost. Appointments can be booked by calling **0800 027 5102**. Scrivens' head office, based in Birmingham, coordinates bookings and provides follow-up care within six weeks of appointments.

Complaints Procedure

The Health Centre's Complaints Coordinator provided an overview of the complaints process. Patients can submit complaints or concerns via the practice website, email, or in person. All complaints are acknowledged within 3 working days and typically resolved within 30 days, although complex clinical cases may take longer.

It was noted that most complaints arise from communication issues or misunderstandings, which are often resolved through further explanation. Patient feedback is actively reviewed, and the practice remains committed to improving the patient experience and learning from complaints.

An annual review meeting is held to assess a selection of complaints, identify lessons learned, and inform future practice improvements. The PPG Chair and Practice Manager will explore the potential involvement of a PPG representative in this review process, ensuring patient confidentiality is maintained.

Wellbeing Exeter

The Health & Wellbeing in the Community initiative will be supported by two Community Connectors from Wellbeing Exeter. Their role is to engage with marginalised groups who may face barriers in accessing local services and community activities. This newly launched project is currently focused on the Beacon Heath area and aims to improve inclusion and access to wellbeing support within the community.

Research

The Health Centre's Research Lead provided an update on her ongoing research project, which explores healthcare professionals' perspectives on collecting patients' social and demographic information and the value of this data in supporting patient care. Surveys will be distributed to GPs and other health professionals to gather insights and examples of best practice.

PPG members discussed the challenges of obtaining and utilising this information effectively and expressed their support for the project's aim of promoting a more holistic understanding of patients. The research is expected to take approximately six months to complete data collection and analysis.

Health Centre Practice Report

The Practice Manager presented the report attached to the agenda, highlighting the positive patient feedback received by the health centre and providing updates on several key areas:

a) Educational Events:

The next session, focused on *Healthy Eating*, will take place at the health centre on **October 2nd at 6:30 pm**. This will be the final event in the current series, which has been well received by patients. A new round of educational events is planned for **2026**.

b) DNA (Did Not Attend) Feedback:

Patients suggested improvements such as phone or email reminders in addition to text messages, more punctual appointment times, and easier options for cancelling appointments, including a direct line or drop-in sessions. A summary of this feedback will be attached to the meeting minutes.

c) COVID-19 and Flu Vaccinations:

Vaccination clinics are scheduled for **Saturday 4th and Saturday 11th October**, with strong volunteer participation reported.

d) Equality, Diversity & Inclusion (EDI):

Following an incident involving a patient objecting to Pride flags in the reception area, the practice is reassessing how best to demonstrate its commitment to inclusion and accessibility. The PPG discussed the issue and emphasised:

- One patient's objection should not determine EDI visibility policy.
- The situation offers an opportunity to consider meaningful, visible ways to show inclusion.
- Visibility matters, as evidence shows marginalised and underrepresented groups experience poorer health outcomes. The group agreed that inclusive signage, posters, or statements should be displayed consistently, not just during specific awareness months, to ensure the practice remains a safe, welcoming space for all.

Nexus PCN

A new Clinical Pharmacist has joined the Nexus PCN Pharmacy Team.

PPG Member Reports

The PPG Chair attends a quarterly Community Voices meeting at the Royal Devon and Exeter Hospital (RDUH), where updates are shared with PPGs, Friends charities, and other community organisations across the Eastern

and Exeter area. Key highlights include reductions in some local hospital waiting lists and the election and reappointment of a Mount Pleasant Health Centre PPG member as a hospital governor, alongside a patient from ISCA Medical Practice within the same Primary Care Network as Mount Pleasant Health Centre.

The rollout of the 'My Care' patient information system is underway at Plymouth and Torbay hospitals. Additionally, the Friends of Mount Pleasant Health Centre recently held a successful quiz event, with a raffle and prize draw planned during upcoming vaccination clinics.

Any Other Business (A.O.B.)

'Patient Partner', the dedicated prescription request service on the health centre's telephone line is due to end in January 2026 as numbers show the service is not used enough to warrant the cost, plus other options are now available for free, including the NHS app.

Next Meeting Scheduled: Monday 17th November 2025