



Mount Pleasant Health Centre

Patient Participation Group Meeting Summary

Monday 26th January 2026

Health Centre Report

The telephone message system was updated in January, introducing a clearer welcome and a new cancellation option to help reduce missed appointments (DNAs). Feedback from the PPG has been requested, and the message will be reviewed annually.

The practice plans to promote *eConsult* more активно, including possibly renaming it to “Online Consulting” and refining patient wording. Suggestions also include adding clear descriptions of phone options on the website.

A Digital and Telephony Chart shows strong activity over the past three months, with steady eConsults and appointments, most calls occurring in the morning, and an average answer time of 5 minutes 22 seconds. A DNA reduction survey is underway targeting frequent non-attenders.

Nexus Primary Care Network

The service continues to perform well, with a new GP Clinical Director appointed from South Lawn Medical Practice.

Mount Pleasant Community Pharmacy

Mount Pleasant Community Pharmacy prescription numbers have returned to previous levels seen under Boots, with high satisfaction reported for the community pharmacy service.

PPG Member Reports

Royal Devon University Healthcare NHS Foundation Trust will carry out a carers survey to provide additional support. The practice remains a ‘Carers Friendly Practice’ through its links with Devon Carers. The Friends of Mount Pleasant Health Centre charity has recruited more drivers and recently held two successful fundraising events, including a patient art exhibition and sale.

Next Meeting Scheduled: Monday 16th March 2026