

Patient Participation Group MEETING

Tuesday 1st August 2017 6-7pm

PPG Minutes

	<p>Staff in Attendance: Neelam Begum [NB] Practice Manager & Chair of the meeting Cara Ruggeri [CR] Administrator & Secretary for PPG Naveed Bor (NAB) Receptionist Tannia Zahra Miah (TM) Administrator / Head Receptionist Fay-Yaadha Ahmed (FA) Receptionist</p> <p>Members in Attendance: Glyn Williams [GW] Jihad Mehri [JM] Mariam Aouad [MA]</p> <p>Apologies: Namza Khanom (NK)</p>
1	<ul style="list-style-type: none">NB outlined the purpose of PPG where patient representatives and GP practice staff meet to discuss practice issues and patient experience to identify any problems collaboratively and help improve the service.
2	<p>How to encourage patients to utilise the online services: This services is for patients to be able to book appointments and order repeat prescriptions.</p> <ul style="list-style-type: none">GW stated that it would be very hard to get all patients set up for online services as a lot of the patients would likely not want to use the online booking services as they would find it difficult to navigate on a computer.NB informed the PPG that we need at least 10% of the patient population to use online services. This would be 340 patients out of a list size of 3,492 patients.
	<p>Actions:</p> <ul style="list-style-type: none">NAB suggested that a good way to attract patients to use this service would be to ask them if 1) They know how to use a computer, 2) Do they own a computer and 3) If they cannot use a computer do they have anyone who could use a computer on their behalf.
3	<p>Physiotherapy Self-Referral</p> <ul style="list-style-type: none">GW & JM advised to advertise these services on Media TV Screen in waiting area. This would help to make the patients aware that these services are available, if needed.
	<p>Actions:</p> <ul style="list-style-type: none">Practice will query if this is possible and can be implemented.
4	<p>Urgent Walk-in Centre / Book same day appointments</p>

	<ul style="list-style-type: none"> • Half Penny Steps Health Centre and St Charles Hospital are still open all day for patients to be seen in a walk-in centre. • There are three hubs in Connaught Square Practice, Pimlico Medical Health Centre and Westbourne Green Surgery for patients to be referred there by the practice every weekday from 6.30pm – 8pm and all day at weekends. If a patient calls or comes to the practice and we have no spaces we can send a referral to these clinics for a patient to be given a specific time to be seen. • GW stated it is a hurdle for patients who need walk-in to go to the GP then be told they can go to another clinic for a specific appointment slot if it is the next day as usually the patient wants to be seen there and then as they are emergencies. But this pre booking of appointments defeats the object for walk-in clinics. • GW said that with limited resources available we are unable to fulfil the patients expectations.
	<p>Actions:</p> <ul style="list-style-type: none"> • We can book through systemone for patients to be seen in the three hubs in the evenings (weekdays) and at weekends for slots.
5	In-House Counselling Services (IAPT Self-Referral)
	<ul style="list-style-type: none"> • PCLN (Primary Care Liaison Nurse) comes in every fortnight to see patients who have been booked through PCP. • There is at least a 6 week wait to see our In-House Counsellor for an appointment. These referrals need to be sent to PCP. • IAPT Self-Referrals leaflets can be given to the patients to book their own appointments. • GW informed us that some hospital offer counselling services to patients where they can speak to and see consultants. Patients can ask questions and receive expert advice.
	<p>Actions:</p> <ul style="list-style-type: none"> • Patients to be given the choice for either waiting 6 weeks to see the counsellor or they can have the leaflet for a self-referral.
	<ul style="list-style-type: none"> • Date and Time of Next Meeting
	➤ We will contact the patients for the next meeting time and date
	<p>AOB: Leaflets with options for emergencies, pre booked appointments, prescriptions, self-referrals should be given to the patients. If it is possible we could have appointment cards with these options on them.</p>