

Patient Participation Group MEETING

Tuesday 22nd October 2019 6-7pm

PPG Minutes

	<p>Staff in Attendance: Neelam Begum [NB] Practice Manager & Chair of the meeting Cara Ruggeri [CR] Administrator & Secretary for PPG Yasmin Ahmed (YA) Receptionist /Admin Fay-Yaadhah Ahmed (FA) Receptionist</p> <p>Members in Attendance: Jihad Mehri [JM] Mariam Aouad [MA] Zakaria Kazzaz (ZK) Fahmida Ahmed [FA]</p> <p>Apologies: Glyn Williams [GW] Namza Khanom (NK) Majid Fadee-Kashani (MFK)</p>
1	<p>Welcome and Introduction</p> <ul style="list-style-type: none">• Aim of patient participation group (PPG): to provide a link between the surgery and its patients. We are committed to establishing this group to enable the practice to better understand its patients and provide better healthcare through communication and access to surgery facilities. The group will have input into the way the practice runs and the services it provides. We are always looking to recruit a cross-representation of our patients to help improve our services.• All staff and patients introduced themselves to be better acquainted.• This is the first PPG group with Dr Kashif as the new sole Principal GP. <p>Practice Mission Statement:</p> <p>To deliver the highest level of medical care to our local resident populations; deliver health care in a flexible and innovative way to meet patient choice and to reflect changing political and economic circumstances. To ensure patients are always at the “heart” of everything we do: ensuring patients are treated with dignity, respect, empathy and sympathy.</p>
2	<p>Practice News</p> <ul style="list-style-type: none">• Dr Bohra is the new salaried GP who started working for us on the 5th December 2018. She is currently working 2 sessions per week on a Wednesday and Thursday morning.• Language Line has decommissioned their interpreting services therefore there won't be any more face-to-face interpreters available within the practice however a telephone interpreting service is available to use when required.

	<p>Actions:</p> <ul style="list-style-type: none"> ✓ JM suggested the practice to use a mobile app which could help interpret with different languages (this could be something the surgery could use) ✓ Patients were invited to bring friends or relatives to help interpret for them if necessary ✓ Also suggested the practice to employ an Arabic speaking staff member ✓ The practice is in process of increasing Dr Bohra sessions to 3 days per week. Patients will be informed of the outcome and due date.
3	Signposting / Care-Navigation Training
	<p> Reception / Admin staff have all attended a mandatory signposting and care co-ordinating training. This will enable staff to signpost patients to appropriate clinics in order to help reduce unnecessary appointments with GP's and improve overall patient experience.</p>
4	Friends & Family Questionnaire and NHS Choice Review
	<ul style="list-style-type: none"> • In the friends and family test, patients were asked if they would recommend the practice to friends or relative. • Outcome of the Friends and Family questionnaire have been discussed; Majority of the patients said that they would recommend this practice to their relatives and/or friends.
	<p>Actions:</p> <ul style="list-style-type: none"> ✓ Put posters in the waiting area and online, informing patients of the results from the Friends and Family Test. ✓ Practice will look into the one negative review on the NHS choice website regarding – 'patient unable to make return appointment at time of initial apt. and unable to see the same doctor.
5	New Services in a local practice
	<p>There is a new OOH service being provided in the MVMC (Maida Vale Medical Centre) at weekends. They currently provide services such as ECG, B/P (ABPM), Asthma review, Diabetic review, dressing, and blood tests on Saturdays; these have to be remotely booked by the practice.</p>
	<p>Actions:</p> <ul style="list-style-type: none"> ✓ We will be aiming to actively send patients to this clinic as it is near to our practice and this is beneficial to our patients.
6	How can the practice meet the needs of all our patients?
	<p>Actions:</p> <ul style="list-style-type: none"> ✓ Practice has been booked on to Pride in Practice initiative to improve our relationship with LGBT patients. ✓ Visible posters will be put in the waiting area to signal our support to LGBT patients and signpost relevant helplines ✓ How to identify carers? <ul style="list-style-type: none"> - Applications forms for carers to register in waiting area. - Distribute leaflets of how practice can support carers and what help services are available for them to access.
7	Online Services
	<ul style="list-style-type: none"> • The practice needs to encourage more patients to sign up for online services.

	<ul style="list-style-type: none"> The practice is in the process of starting video and online consultations.
	<p>Actions:</p> <ul style="list-style-type: none"> ✓ There will be a meeting on the 7th November 2019 held in Soho Centre for patients to express their views on how practice can improve their service and provide a better care, which we will attend.
8	2019 National GP Patient Survey
	<p>Discussed areas the practice was doing well in and areas that we should improve. Our ratings have improved since the 2018 patient survey, but some are still below the local/ national averages.</p> <ul style="list-style-type: none"> The practice performed low in: <ul style="list-style-type: none"> 80% of respondents said that their healthcare professional was good at listening to them (Local average: 86%, national average: 89%). 76% said their healthcare professional was good at treating them with care and concern. (Local average: 82%, national average: 87%). <p>To directly improve patient consultations given by clinical staff, we looked at ways that would help patients feel more satisfied with their appointments.</p>
	<p>Actions:</p> <ul style="list-style-type: none"> ✓ To make all clinical staff aware of techniques to support constructive consultations (using online resources). ✓ PM to put posters up in clinicians' rooms on how to improve communication with patients. ✓ Clinical staff to carry out self-assessments of their consultations after seeing patients. Clinicians will complete 1 form per session so that patient waiting times are not affected.
9	New Pharmacist Services
	<p>Studies have proven than offering pharmacist services in GPs can improve patient care. The practice would like to hire somebody to look at patients' prescriptions to see if any changes can be made to improve their treatment.</p>
	<p>Actions:</p> <ul style="list-style-type: none"> ✓ The practice is employing a clinical pharmacist in the practice that will come once a week (Tuesday's pm). They can help with asthma reviews and medication reviews.
10	In-house Patient Survey
	<p>Reception/admin staff will begin to distribute surveys to patients as of next week; patients are kindly requested to fill the survey on receipt. This will help us to monitor if the actions taken by the practice have had any impact on patient experience.</p>
	<p>Actions:</p> <ul style="list-style-type: none"> ✓ Distribute surveys and analyse results once they have all been collated.
11	AOB
	<ul style="list-style-type: none"> Patients have been made aware that hospitals might prescribe drugs that are not prescribed (red listed) in primary care (GP practices) and can only to be prescribed in secondary care settings (hospitals). GP practices are not obliged to offer these items to patients on a prescription. GP's can however, offer an alternative medication if it is available under primary care.
	<p>Actions:</p> <ul style="list-style-type: none"> ✓ Patients are being informed that they will have to request these medications

	directly from the hospital.
12	Review of minutes from last PPG.
	<ul style="list-style-type: none"> • Comments from the previous PPG meeting was that we have an issue with our phone lines and access. • There is still an on-going issue to register patients for online services.
	<p>Actions:</p> <ul style="list-style-type: none"> ✓ Our phone lines contract will be up for renewal in February 2020 and we will be looking in to change our current system. ✓ We will be applying to install a call queuing system for patients to know how far they are on the line. ✓ ZK asked if there was a way we could have a system on the phone line that gives the patient an option for them to receive a call back (Ring Back Feature). Once the phone becomes free it would automatically call that patient. We assured the PPG that this will be looked into and considered.
13	Next Meeting
	<p>We will hold the next PPG meeting in around 6 months. Will confirm specific date closer to the time.</p> <ul style="list-style-type: none"> - Will discuss outcome of new patient surveys and report. - How patient experience has changed and the outcomes of the actions implemented by the practice.