

Minutes of PPG Meeting - 28th June 2023, 3:00 PM

Participants:

- AM (Chair)
- HS
- MH
- EA
- Dr. KP
- Dr. KK
- SH
- KSM

Meeting Commenced:

- AM welcomed the participants and acknowledged the apologies from Dr. Khan, Sana, Mr. Khan, and Mr. Panch.
- Minutes of the previous meeting and the NWL PPG forum virtual meeting held on 28th March 2023 were provided.

Updates and Discussions:

1. AM shared that they have been a patient with the Surgery since birth and were approached by Sana after Covid-19 to chair the PPG group.
2. Due to low participation, there was a suggestion to reconsider the scheduled time for PPG meetings, currently set between 3:00 PM and 5:00 PM.
3. In the last PPG meeting, Sana mentioned contacting the telephone company to update the greeting message, which was expected to go live on 1st April 2023.
4. Dr. Jamshad informed about the in-house physiotherapy services and the focus on hypertension patients. He also mentioned the use of Pas and ANPs.
5. KSM confirmed that the telephone company has updated the greeting message as requested by Sana. They also discussed the process in place to identify and contact patients who haven't been seen for a long time. Some patients were invited for blood pressure checks, and BP monitors were loaned when clinically indicated.
6. AM raised the concern about the long contract with the telecom provider and inquired if everyone is satisfied with the service.
7. KSM replied that although the service is not the best and lacks some key features, at least the greeting message has been updated.
8. AM expressed the intention to review the contract and terms and conditions to explore potential improvements.

Practice Updates:

9. SH reported that social prescribers are addressing social and housing issues, reducing the GP workload by seeing 255 patients. Health coaches provide health and lifestyle advice, having already seen 446 patients. Currently, there are three social prescribers in the team. Rozina will be leaving at the end of the month.

10. New clinical rooms have been set up, including two downstairs and an additional waiting area upstairs. Dr. KP's room has been divided into two clinical rooms. The old room signage has been removed, and the new room numbers are more organized. These changes were made to accommodate the increasing number of patients joining the practice.

PPG Chair Update:

11. AM attended a virtual meeting on 28th March 2023 for the NWL PPG forum, which had a significant number of attendees. These forums aim to discuss the performance of PPGs in different practices.

12. AM proposed to record the names of attendees, and all participants agreed.

13. AM mentioned that a surgery in Hounslow is conducting PPG meetings digitally due to a lack of room space. Some surgeries have 30-40 participants, while our PPG has a reasonable size of 6-8 attendees.

14. One of the topics discussed in the NWL PPG meeting was DNA (Did Not Attend) cases and their cost to the NHS. AM suggested developing a policy with warning letters after 2 or 3 DNAs before considering patient removal. The exact DNA percentage for the surgery was not available at the moment.

15. SH shared that another surgery has a prominent notification in the patient waiting area, highlighting the number of patients who did not attend in the previous month. They suggested considering a similar approach.

16. AM mentioned the absence of Wi-Fi on the iPad, and KSM clarified that there is NHS guest Wi-Fi available for patient registration. However, they were unsure about the Wi-Fi speed and suggested exploring options for better Wi-Fi for patients.

17. AM discussed the results of the Friends and Family Test (FFT), stating that the overall feedback looked good. They raised a question about the 11% poor feedback and requested to find out the reasons behind it. Also wants DNA policy on Next meetings agenda.

Additional Matters:

18. During the previous PPG meeting, only 6 out of 29 invited members attended. AM inquired if an agenda was provided and expressed concerns about the website being clunky and difficult to navigate.

19. An anonymous attendee shared their struggle to contact Dr. Khan, who had failed to respond after three attempts. Dr. KP explained that senior doctors, including Dr. Khan, were spending more clinic hours on teaching. They recommended patients to see other doctors and utilize the resources available, such as new doctors, PAs, and ANPs.

20. SH mentioned that Dr. Khan and Dr. Jamshad are involved in teaching students, who also see patients under their supervision. Patients can book appointments with these doctors and receive treatment from the students while under supervision. They suggested improving the communication about student slots to ensure patient comfort.

21. AM concluded the meeting by expressing satisfaction with the productivity and thanked all the participants. They looked forward to the next meeting.

Meeting adjourned.