

# PPG (PATIENT PARTICIPATION GROUP) MINUTES AND ACTIONS

## Tuesday 8<sup>th</sup> March 2022, 11am via Teams

1	<p>Welcome and Introductions:</p> <p>DP/LT/DS/MB/LP/AJ/EB/RB/VM</p> <p>All members introduced themselves. Some members had attended the PPG meeting for the first time. A detailed list of all members will be circulated to all members via an email group</p> <p><b>Action – Completed</b></p>
2.	<p>Apologies: GB</p> <p>There was a discussion with regards to accessibility to Albany. A number of members acknowledged that there was a remarked improvement in last 6 months.</p>
3.	<p>Minutes of the meeting for 24/009/2021. There was a discussion around keeping an action log so that we all continue to monitor the progress of our actions agreed</p> <p><b>Action- completed and an action log created and circulated</b></p>
4	<p><b>Future meetings</b></p> <p>3 further meetings were arranged and dates were given to the members for 2022 – March 08/ June 14/ Sept 13/ Dec 13)</p> <p><b>Action - completed</b></p>
	<p><b>PPG Group</b></p> <p>There was a discussion with regards to a number of issue, such as</p> <ol style="list-style-type: none"> <li>1. PPG Goal</li> <li>2. What to expect from PPG members?</li> <li>3. A breakdown of our patient needs</li> <li>4. A breakdown of our complaints to find out themes so that appropriate actions could be agreed to address those issues.</li> <li>5. What are terms of reference for PPG?</li> <li>6. There should an action plan/log to so that progress could be monitored</li> </ol> <p><b>Following actions completed</b></p> <ol style="list-style-type: none"> <li>1. <b>Draft “Terms of reference” circulated</b></li> <li>2. <b>Roles and responsibilities for a Chairperson and Secretary circulated</b></li> <li>3. <b>Action log circulated</b></li> <li>4. <b>A meeting arranged with LP for further discussion CQC report on national patient survey</b></li> </ol>
5	<p><b>PPG to decide on Chair of the group.</b></p> <p>This could be a clinical lead/Practice Manager/Patient. There is also an option of joint chair for the group. It was decided that there should be a voting in order to ensure that it was done fairly.</p>

	<p><b>Action completed</b></p> <ol style="list-style-type: none"> <li>1. <b>RB to circulate a procedure to democratically elect a chair.</b></li> <li>2. <b>Roles and responsibilities of Chair and Secretary circulated</b></li> </ol>
6	<p><b>How to recruit more members to the PPG group?</b></p> <ul style="list-style-type: none"> <li>• The group discussed a number of ways that other patients can be encouraged to join the group.</li> <li>• One suggestion was to create virtual group of patients who may or may not wish to join the meeting but would be kept informed of agenda and actions. They will be free to comment or make suggestion to improve services.</li> <li>• Another suggestion was to create sub-groups which would be easy to manage and would be able to work on various projects.</li> <li>• Group members will need to be able to trust each other.</li> <li>• MB said that Children and Young patients were not represented. She said that young people had a different need which included their sexual health.</li> <li>•</li> </ul> <p>RB agreed to have a meeting with LP next week to discuss this further.</p> <p><b>Action completed</b>  <b>A meeting date set with LP on 21<sup>st</sup> March</b></p>
7	<p><b>CQC</b> – we are expecting another visit in April/May 2022.</p>
8	<p><b>Patient feedback</b></p> <p>It was discussed that the patient feedback was very important. CQC was very keen to review all comments received on various social media. Albany needed to have a strategy to capture positive patient feedback</p> <ol style="list-style-type: none"> <li>1. It was suggested that there needs to review how we are collecting feedback. Currently we sent all patients a link to follow which took them to the NHS Choices website. Sometimes patients did not follow that link.</li> <li>2. Once suggestion was to make it easier for patients to respond. We could consider sending Friends and family test which was a tick box exercise and was easier to complete and return.</li> <li>3. Feedback forms to be kept in every room so that clinicians could give the form to the patient to complete and drop at the reception before leaving the building.</li> <li>4. DS shared his experience with Moorefield Eye Hospital. He was sent a reminder of his appointment in 4 different ways – a letter, text and an email.</li> <li>5. He was also sent a simple message to rate the service as soon as he came out of his appointment.</li> <li>6. DS suggested that we should investigate what other services are doing to collect feedback.</li> <li>7. RB said that we could use MonkeySurvey to make feedback easier for our patients</li> </ol> <p><b>Action completed</b>  <b>1. A Monkey Survey message sent to all patients to received their feedback</b>  <b>2.</b></p>
	<p><b>Communication and patient engagement</b></p> <p>There was a general consensus that communication from GP practice to patients was not adequate. Practice had undertaken a number of activities but did not inform patients. For example:</p>

	<ol style="list-style-type: none"> <li>1. Open day held on 16/10/2021 for Breast Cancer Awareness. Although extensive publicity was done, most patients were not aware of that</li> <li>2. RB informed the group that money was raised for the cancer support charity</li> <li>3. There was no update from GPs with regards to face to face appointments etc.</li> </ol> <p><b>Some actions suggested:</b></p> <ul style="list-style-type: none"> <li>• Newsletter - To produce a monthly bulletin – short and sharp to update patients</li> <li>• Interview patients'/ PPG members' / Staff members</li> <li>• 'you said... we did' notice board</li> <li>• Website – to be updated regularly</li> <li>• Planned activities such as Awareness day to be publicised well</li> </ul>
	<p><b>Patient experience</b></p> <ol style="list-style-type: none"> <li>1. There was a discussion to run reports to see how many patients in any particular disease group and run activities to address them i.e. diabetes. After some discussion, it was agreed that high numbers of patients in a particular health category does not relate to the priority of addressing the gaps in service.</li> <li>2. To improve patient experience, it was important that reception staff were trained in dealing with patients. i.e. when patient does not wish to say why they wanted to see the doctor for personal reasons.</li> <li>3. It was also mentioned that clinical staff also need to be trained in how they communicate with patients</li> </ol> <p><b>Action - in progress</b>  A consultant has been commissioned to train staff. This would also include HCA/nurses/other clinicians. Training will be delivered over March – May period 2022  Training will include – Customer Services, dealing with difficult patients, dealing with general queries from patients, management of stress and self etc.</p>
	<p><b>Strategy and planning</b></p> <p>DS made the group aware that there were a large numbers of flats being built around Brentford area. There were not planning by the practices as to how they will be registered and catered by the local GP practice.</p> <p>Action – DS to provide a list of accommodation and expected increase in population. This will also link in to the expected date of completion of the flats etc.</p>
9	<p><b>Diversity and inclusion</b></p> <p>A discussion was held with regards to attract members from all walks of life i.e. LGBT and transgender population. It was agreed that this was a delicate issue and needed to be handled in a sensitive manner.</p> <p>It could be possible by creating sub groups which would be smaller and patients will feel confident to share their views.</p>
<b>INFORMATION</b>	
	<p><b>Telephony</b></p> <p>A new telephone system will be installed by 7<sup>th</sup> April 2022. This will have features such as:</p> <ol style="list-style-type: none"> <li>1. Call back facility for patients who are on hold</li> <li>2. Monitoring of calls (how many, how long, how many patients ended the call after a long period of waiting)</li> <li>3. This will allow us an opportunity to divert our staff to reception during busy periods.</li> </ol>

	We are planning to move back to the center of the old reception to improve visibility to our patients
	We have received a cheque for £250 towards PPG activities. I have banked that in the Albany account as PPG does not have an account. To discuss how to utilize this sum to improve patient care
<b>TASKS COMPLETED</b>	
	Contacting NHS Property services. They will not put any resource towards improving the Centre.
	Healthwatch Hounslow to visit Brentford Health Centre.
	<p>Patient Experience visit to Brentford Health Centre</p> <p>A visit from Healthwatch Hounslow took place on 07/09/2021 by Stuart McMichael. We are waiting for a report which will help us identify further action to improve patient experience.</p>