Template to capture meeting discussion

Practice Patient Participation Group

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| Name of Practice:  Twickenham Park  Date:  08/06/2023 | Attendees:  Yvonne Baxterm  Sarah-Jane Cohen  Soma Gupa  Gideon Keren | |
| Welcome and Introductions | | |
| PCN Section | | |
| Topic discussed | Action Required – What have the successes been – What have the challenges been – What is the evidence telling us – What happens next | Update from PCN |
| Many practice in the Network are not offering PPGs or a platform for patients to share comments or feedback | Practices to assist and guide patients who want to be involved in their practice patient engagement groups (PPG) and FaB community voices, as well as communicate any issues or questions.  The practice will provide assistance to patients to enable this to happen. | The PCN will now be taking responsibility for the management and facilitation of practice PPG in the form of a PCN PPG to ensure this is done on a regularly basis namely Fab Community Voices. It was also explained in addition to patients contacting their own practice we have a inbox where queries can be sent [hrch.fabcommunityvoices@nhs.net](mailto:hrch.fabcommunityvoices@nhs.net) |
| Topics discussed | Action Required – What have the successes been – What have the challenges been – What is the evidence telling us – What happens next | Update from PCN |
| Various quality of receptionist competencies reported – some quoted as being rude, unsupportive, abrupt. | * Feedback to practice of this concern * Practices to agree and release receptionist staff to undergoing training | Feltham and Bedfont PCN to provide support and encourage practices to participate in the delivery of the Hounslow Primary Care Contract – 23/24 PCN Outcomes:  Increase uptake of training for non-clinical staff.  All practices within the PCN to release receptionists and other front lien staff to attend all the following training:  • Active Signposting  • Telephone Triage  • Dealing with difficult customers  Participate in The National General Practice Improvement Programme (GPIP) in order to access Care Navigation Training |
| Receptionist querying why patients are calling but not providing an explanation why this information is required. | * Speak to practices about putting something in place to explain that receptionists are asking questions about your illness to triage the patients to make sure they are given the correct appointment and seen by the correct clinician. * Practices to agree and release receptionist staff to undergoing training | Feltham and Bedfont PCN to provide support and encourage practices to participate in the delivery of the Hounslow Primary Care Contract – 23/24 PCN Outcomes:  Increase uptake of training for non-clinical staff.  All practices within the PCN to release receptionists and other front lien staff to attend all the following training:  • Active Signposting  • Telephone Triage  • Dealing with difficult customers  Participate in The National General Practice Improvement Programme (GPIP) in order to access Care Navigation Training |
| Improve communication on Enhanced Access Service – patient unaware PCN health services | Practices and PCN to look into ways we can raise awareness of extended hours and other PCN services | Feltham and Bedfont PCN to coordinate communication campaign to raise the awareness of PCN Service. |
| Patient suggested that going to UCC is a better option to seeing someone f2f | Report back to practices to review amount of face to face appointments | PCN working on improving patient access |
| Meeting requires nominated chair and vice-chair and agreement of meeting frequency | Confirm and discuss a chair and vice chair for our FaB Community voices at next meeting and agree term of reference | PCN, Practices and patients to agree terms of reference and mean of electing chairs |
| Practice Section | | |
| **Topics discussed** | **Action Required – What have the successes been – What have the challenges been – What is the evidence telling us – What happens next** | **Update from practice** |
| Patient raised the difficulty in booking suitable appointments and asked for practice to look in how to increase appointment slots and review appointment system | * Practice will look into this and feedback | TBC |
| Concerns were raise to increase GP appointment and a request to increase GP capacity | * Practice to look into this is and feedback * PCN to review uptake in PCN GP clinics | TBC |
| Patient asked whether there was a possibility for a new Nurse to increase capacity within the practice | * Practice to look into this is and feedback * PCN to review uptake in PCN nurse clinics | TBC |
| Patient stated that practice website was outdated | * Practice to look into updating their website | TBC |