

PATIENT REPRESENTATIVE MEETING

22nd March 2023

MINUTES

Staff: Dr Paul Skinner (chair)	Ann Hall (Practice Manager)	Agnieszka (Asst Practice Manager)
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Patients:		
LW	CH	MD
FF	JT	SJ
NT		

1. Review Actions from Previous Meeting

- i. AD has investigated use of AI on Patches and decided to keep all AI features as it helps us with targets (smoking, alcohol etc) and clinical decisions (questionnaires – asthma, COPD, anxiety, depression etc). Patients can choose to skip the question and continue despite red flag warnings.
- ii. Now have sign up in reception directing patients to use pen and paper provided to write down any confidential information they would rather not say out loud in the shared reception area
- iii. Noticeboards have been reviewed and additional posters put up including some on Mental Health. Additional poster from IAPT (self-referral mental health support) will be put up following meeting next week. Discussed difficulty of lack of wall space at Milson Road. Additional Noticeboard has been put up on the clinical corridor.
- iv. Website has been updated and GPs no longer working at WKS have been removed.

- v. AH has produced a flowchart 'How to Access Care' to make it easier for patients to understand the different options and pathways for accessing care.
- vi. 9 new members have joined the group.

2. Staff Update

- i. New Receptionist - Liz starting end April
- ii. New Female Nurse – Salma starting mid-April
- iii. Dr Anika Patel – Additional Regular GP Sessions – Female doctor

3. Feedback on experience of getting through to the surgery since the integrated access phone system has been installed.

Phones CH– called and was pleased that team instantly knew who was calling with the integrated phone system. FF had a similar experience and liked the personal touch.

The group felt telephone response rates have really improved since moving into Milson Road.

4. Extended Hours – Saturday and evening appointments – Feedback on use of these appointments at Milson Road or other local surgery

National project on Extended Hours for PCN – each group has to offer out of hours access on Saturdays and evenings during the week. Nobody in the group had used one of these appointments but liked the option of being able to have some online bookable appointments.

5. Feedback from the group of the experience of using Patches and Accessing Care

Group asked if patients have to use Patches – the answer is no you can still just call the surgery.

SJ pleased with text messages. Group really enjoy the convenience. Currently Accurx text messaging system so patients can reply. DM - texting works for some but not everybody.

Group recognised not everything requires a face-to-face or phone consultation. WKS recognise that it's important to accept and accommodate when patient does want a face-to-face or telephone call rather than using Patches. The elderly particularly prefer contact over use of technology whereas younger patients often prefer to use technology based solutions. WKS aim to offer a range of access/solutions to accommodate the needs of all groups.

PS – looking at all the different needs patients has informed what we have tried to do to ensure patients have a range of options for how they access the best care for their needs (patches, face-to-face, telephone consultation, Accurx).

DM asked if will ever go back to online booking. PS confirmed unlikely to return to the old system as current system better meets patient needs and allows us to effectively use resources. We are required to offer some online appointments. Online bookable appointments are available in the evening and some Saturdays but these do tend to get booked up quickly.

SJ – pleased with call from pharmacist to talk about medication. PS discussed project called ARRS – additional roles scheme – additional staff – centrally funded to ease the burden on GPs. Lots of benefits - get clinical expertise, adds to safety of prescribing. CH – asked if pharmacist based at Milson Road. PS yes – deal with prescription requests, medical reviews, safety etc.

6. Patient Numbers – increase since moving to Milson Road

Patient numbers have gone up by 900. Considered why - environment, word of mouth, lots of good reviews. Can now register direct with the surgery using online app.

Increase in patient numbers led to review of appointments and as a consequence more staff have been engaged. More clinical appointments are being offered and also an additional receptionist has been recruited to help during particularly busy periods on a Monday and Friday.

JT asked if there is a rule between patient numbers and the number of GPs. PS - no but there are rules on the number of appts offered based on capitation. PS informed the group about publically available information on this – quality measures, demographics, income etc. AD to send email the group with this information.

DM – difficult to get the mix right – PS - always looking at areas to approve and it is very helpful to have the feedback from the PPG.

Considered different places where patients can leave feedback:-

- i. Ways to Feedback - Friends & Family Feedback
- ii. Google Reviews
- iii. HealthWatch

7. PPG Chair

LD (unable to attend this meeting) and FF said they might be interested in a PPG Chair position. After discussion the group felt that they liked the current format with Dr Skinner chairing the group. AH to consider another PPG support role which a member of the PPG group could get involved in.

8. Ideas from group about Improvements in services or facilities & AOB

MD –found physio self-referral very useful

SJ – asked how accurate is BP/Weight machine in the reception area. PS explained the machine belongs to Sterndale Surgery. Provides ‘reasonably’ accurate readings but for 100% accuracy would be asked to use West Kensington Surgery Equipment.

LW – confused by number of messages in reception area. AH discussed the vast amount of information which is required to be put up in the reception area (CQC requirement) and the limited amount of wall space at Milson Road but will review the all the posters.

JT – is it a rule that can only ask about 1 problem per visit. PS – this is not a rule (although some surgeries do have this rule). Appointments are 15 minutes so longer appointment might need to be booked for multiple problems.

Dr Patel – now doing regular sessions – doing alternate Tuesdays at WKS and also some additional clinical administration work but likely to increase this.

Group felt they next meeting should be after the Summer. AH to organise a date in September.

ACTIONS

- AH to review noticeboards. Put up IAPT/Mental Health poster
- AD to send group email with publically available information on West Kensington Surgery
- AH to consider formal role for PPG member to help with running of the group
- AH/AD to continue to consider ways to make the PPG group more representative. Use the Virtual PPG group to include those members who are unable to attend face-to-face meetings
- AH to organise the next PPG group meeting in September 2023

PATIENT REPRESENTATIVE MEETING

22nd March 2023 – 1pm

ATTENDANCE SIGN-IN SHEET

	PLEASE SIGN TO CONFIRM ATTENDANCE
Manekshku Dattani	

Leila Wallis	
Francis Freeman	
Susan Jeffries	
Caroline Heaton	
Johnny Tabbal	
Nahia Tabbal	

Summary of Actions from Meeting

ACTION	STATUS
AD to investigate AI for Patchs	We have added some new AI (inc questionnaires), I think we were discussing removing urgency AI (suggesting patient to go to A&E if red flagged) - but we decided to keep it. Patient can ignore the message and continue with PATCHS.
Improving confidentiality at the reception desk	On reception window now have small sign regarding filling out details on piece of paper rather than having to say out loud
Look at Noticeboards/Leaflets and include more on Mental Health	We have more notices up and a new noticeboard. There is one up about suicide, social prescribers and we are meeting with IAPT next week who will bring additional posters about their self-referral services.
Update website	Removed Dr Syan and Dr Moore Added Dr Jenan Ahmad
Patchs	Frustration at nos of questions asked (i.e. alcohol questions) Are there options for turning off some things? Investigated and decided not to turn off but patients can ignore questions and still move on to the next section
Integrated phone system	Now up and running
Email Virtual PPG once a month for feedback on new way of working and if this has improved access	Have emailed once since the meeting <ul style="list-style-type: none"> - Feedback generally good. - Some difficulty in getting through on the phone on a Friday - Difficulty in finding any online bookable appointments
MD mentioned having something to make it easy for people to understand the process more - A	Now have flowchart on the noticeboards called 'How to Access Care'

flowchart?	
Consider ways to make the group more representative	We have put more posters up around the surgery asking if patients are interested in joining the PPG. We have had 5 new members join