

Patient Participation Group Meeting

Tuesday 3 March 2020

The Argyle Surgery (Waiting Room)

19:00-20:30

AGENDA

| | | | |
|----|---|----------|-------------|
| 1. | Welcome and Apologies for Absence | | 19:00-19:05 |
| 2. | Minutes of PPG Meeting 10 December 2019 Matters arising not on the main agenda <ul style="list-style-type: none"> • CCG PERF Dates and Membership | Attached | 19:05-19:10 |
| 3. | PPG Work Plan <ul style="list-style-type: none"> a) The Argyle Surgery Building <ul style="list-style-type: none"> • Update (AG/FF) | Verbal | 19:10-19:30 |
| 4. | Surgery News (FF) | Verbal | 19:30-19:45 |
| 5. | Engaging the wider membership of the PPG/Patients <ul style="list-style-type: none"> a) Spring 2020 Newsletter (AC) | | 19:45-20:15 |
| | For information: <ul style="list-style-type: none"> • Primary Care Patient Experience – Access | Attached | |
| 7. | Any other business and agenda items for future meeting | Verbal | 20:15-20:30 |
| 8. | Date of next meetings: | | |
| | 19:00-20:30 hrs 3 March 2020 2 June 2020 3 September 2020 6 November 2020 | | |

**Minutes of Patient Participation Group
Meeting held on
Tuesday 10th December 2019
at 19:00 in The Argyle Surgery (Waiting Room)**

PRESENT: Alex Gerlis (Chair) (AG)
John Rushton (JR)

In Attendance: Farid Fouladinejad (COO Argyle Health Group)
Tom Bewes (PA Argyle Health Group) (TB)

| Min No | Minute | Action |
|---------|---|--------|
| 52/2019 | <p>1. Welcome and Apologies for Absence</p> <p>AG opened the meeting by welcoming PPG member JR. Anne Costello and Philip Sindall sent their apologies.</p> | |
| 53/2019 | <p>2. Minutes of 29th October and Matters arising not on the main agenda</p> <p>The minutes of the previous PPG meeting were approved as accurate.</p> <p>TB to find out upcoming dates for CCG Public Engagement Reference Forum (PERF) in 2020 and publicise to the PPG.</p> | TB |
| 54/2019 | <p>3. PPG Work Plan – The Argyle Surgery Building Update</p> <p>FF told the PPG that there have been no real developments in the search for new premises for the surgery since the last meeting in October. FF has been to see a few more sites in our catchment area. A2 Dominion, who is developing the site at 96-102 Broadway Ealing want to arrange a meeting. However, the Argyle Health Group (AHG) are resigned to staying at the current site on Argyle Road for the next 3-4 years.</p> <p>FF told the PPG that AHG are currently raising capital with the aim of starting building work in the surgery in Spring 2020. AG asked if the surgery would need to close for this to take place. FF answered that AHG are exploring all the options available to keep the surgery running while the work is on-going, e.g. by moving telephone lines into the surgery off site. AG asked if the surgery would need permission to close just for a few days, for example on consecutive Fridays, to maximize the amount of work that could be done over the weekends. FF stated that the surgery could possibly close for two days or so but would need to give patients advance notice and would need to get permission from Ealing CCG if the surgery was to close for more than a week.</p> | |
| 55/2019 | <p>4. Surgery News</p> <p>FF told the PPG that the surgery has two GP's returning from maternity leave, Dr Hannah Johns and Dr Clemmie Andrewes.</p> | |
| 56/2019 | <p>5. Engaging the wider membership of the PPG/Patients</p> <p>a) Patient Leaflet</p> <p>FF and TB apologised that they have not had time to update and improve the surgery's patient leaflet. FF suggested that the action may have to be put on the backburner until around July 2020. AG and FF discussed if AHG could bring in a member of staff to do this work but FF felt that this would still require input from surgery staff. FF said that it was unfortunate that the surgery did not have the manpower and resources to prioritise this</p> | TB/FF |

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| | <p>work but this is no different from the situation at other surgeries.</p> <p>FF explained that sending text messages to patients is the main method for communicating health messages to our patients. A recent walk-in clinic for children to receive the flu vaccine was attended by approximately 50 patients after just two text messages were sent out and as stated above the End of Life Care event was also very well attended after just one text message was sent.</p> <p>The PPG committee members present agreed that the patient leaflet could be removed from the PPG agenda for the time being.</p> <p>b) Winter 2019 Newsletter (AG)</p> <p>We now have new articles from FF, AC and AG for the winter newsletter covering the recent patient event, prescription cards and changes to prescribing as well as interviews with Argyle Surgery staff, Dr Mustafa Abas and Lead Receptionist Catherine MacCarthy.</p> <p>FF said that he wanted to include an article about the health kiosk at the Surgery but we may already have too much material for the newsletter. Patients should be encouraged to use the kiosk regularly and give the result printout to reception so that it can be added to their record, saving time for both doctors and nurses and enabling them to concentrate on other aspects of patient care.</p> <p>c) Feedback from Patient Event 22 November 2019 (FF/TB)</p> <p>FF then gave an account of the recent patient event based around the theme of 'End of Life Care' which was held at St Stephen Church Centre on 22nd November. The event was well attended and received very positive patient feedback. Around seventy patients came to hear various speakers including GPs, funeral directors, solicitors and representatives from other care agencies. The event showed the benefits to patients and their families of looking ahead and documenting plans for the end of life.</p> | AC | | | | | | | | |
| 58/2019 | <p>Any other business and agenda items for future meetings:</p> <p>a) Changes to Prescribing Poster</p> <p>The PPG members present briefly discussed the new NHS Changes to Prescribing posters which publicize that GPs can no longer prescribe medicines available to patients from pharmacies without a prescription such as aspirin, paracetamol or calpol.</p> <p>b) Frequency of PPG Meetings.</p> <p>The PPG members present discussed the frequency of the PPG meetings and came to the decision to move to meeting approximately two monthly instead of meeting every six weeks. The PPG can always meet more regularly if necessary. FF suggested keeping the dates already agreed but removing half the dates currently planned.</p> <p>TB to send remaining dates to AC for approval.</p> | TB | | | | | | | | |
| 59/2019 | <p>5. Date of next meetings:</p> <table border="1" data-bbox="287 1433 766 1612"> <tr> <td>3 March 2020 – 19:00-20:30</td> <td></td> </tr> <tr> <td>2 June 2020 – 19:00-20:30</td> <td></td> </tr> <tr> <td>3 September 2020 – 19:00-20:30</td> <td></td> </tr> <tr> <td>5 November 2020 – 19:00-20:30</td> <td></td> </tr> </table> | 3 March 2020 – 19:00-20:30 | | 2 June 2020 – 19:00-20:30 | | 3 September 2020 – 19:00-20:30 | | 5 November 2020 – 19:00-20:30 | | |
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There being no other business the meeting ended at 19:45

Primary Care Patient Experience – Access

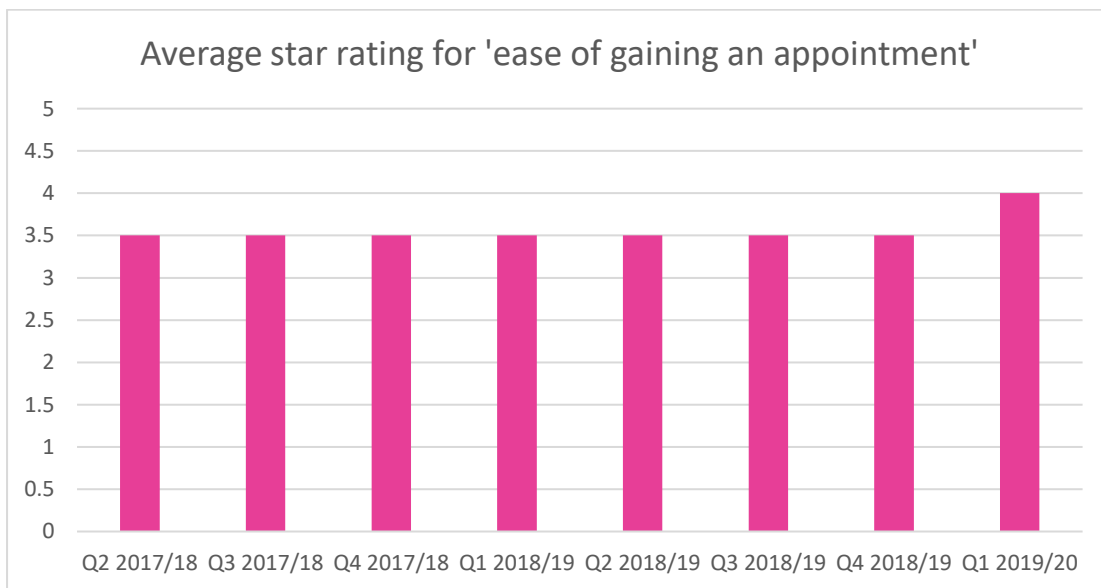
November 2019

The Healthwatch Ealing Patient Experience Team has been visiting health and social care settings across the borough since July 2017, gathering feedback from patients on their experience of General Practice and other services.

The below data examines changes to feedback in relation to Access for GP services. In doing so it looks at specific data sets, including star ratings given by patients against a number of domain areas and analysis of themes and trends relevant to Access.

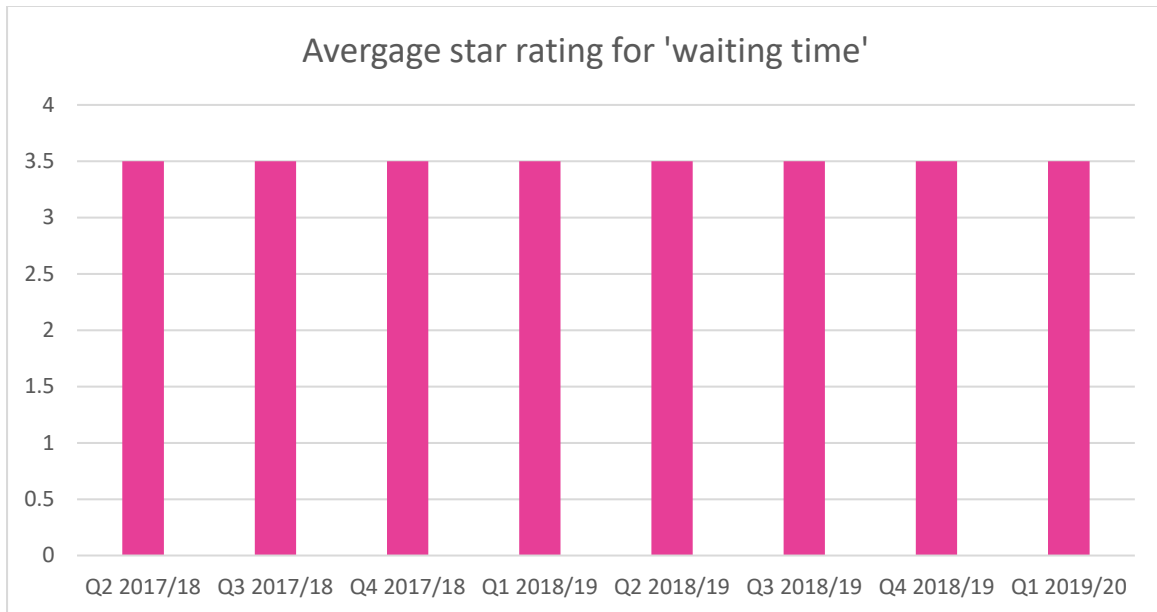
Star ratings

Figure 1:



The star rating for this domain area remains consistent. It is one of the lowest star rating domain areas. The recent increase for Q1 2018-19 is interesting to note after such consistency and may be reflective of our focus on obtaining feedback from smaller GPs during this period.

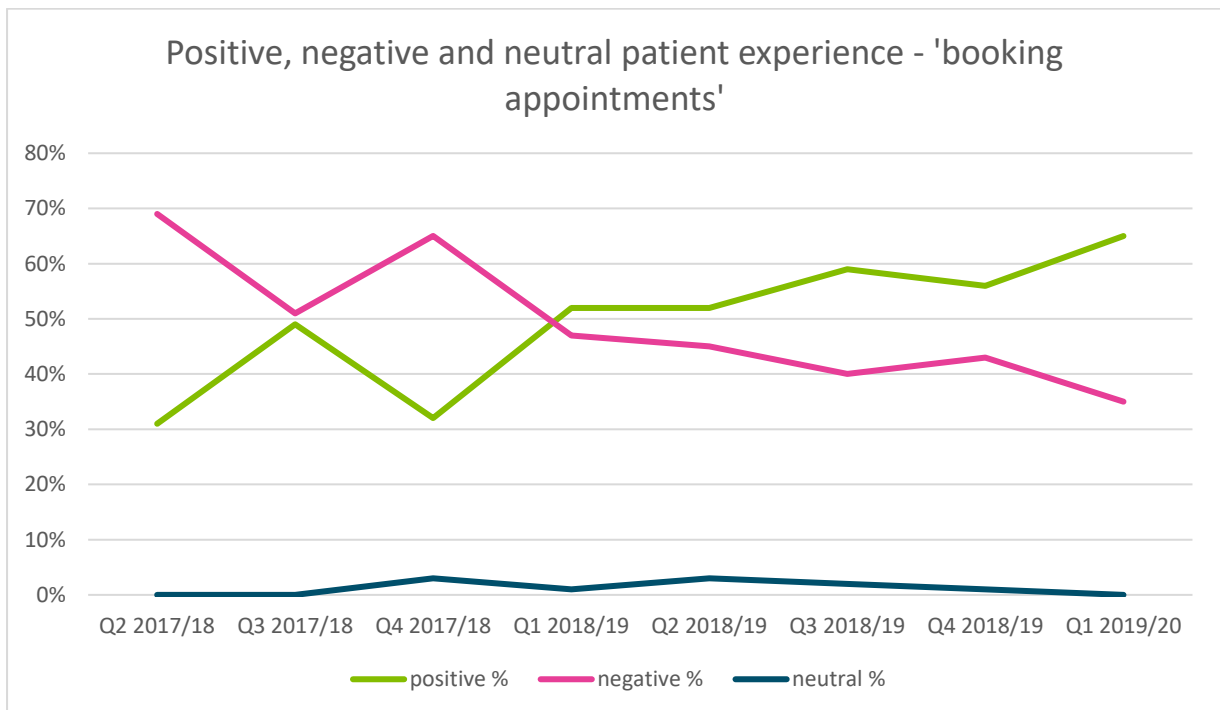
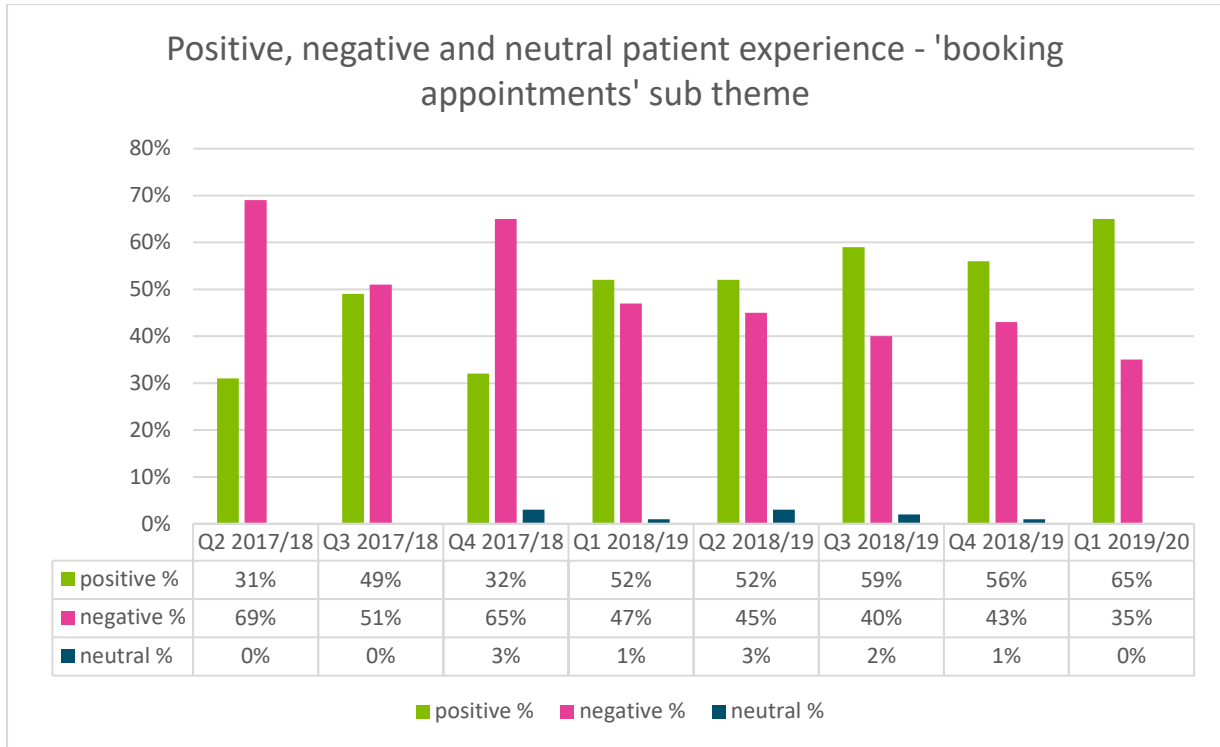
Figure 2:



The star rating for this domain area remains consistent. It is one of the lowest star rating areas that we receive feedback on.

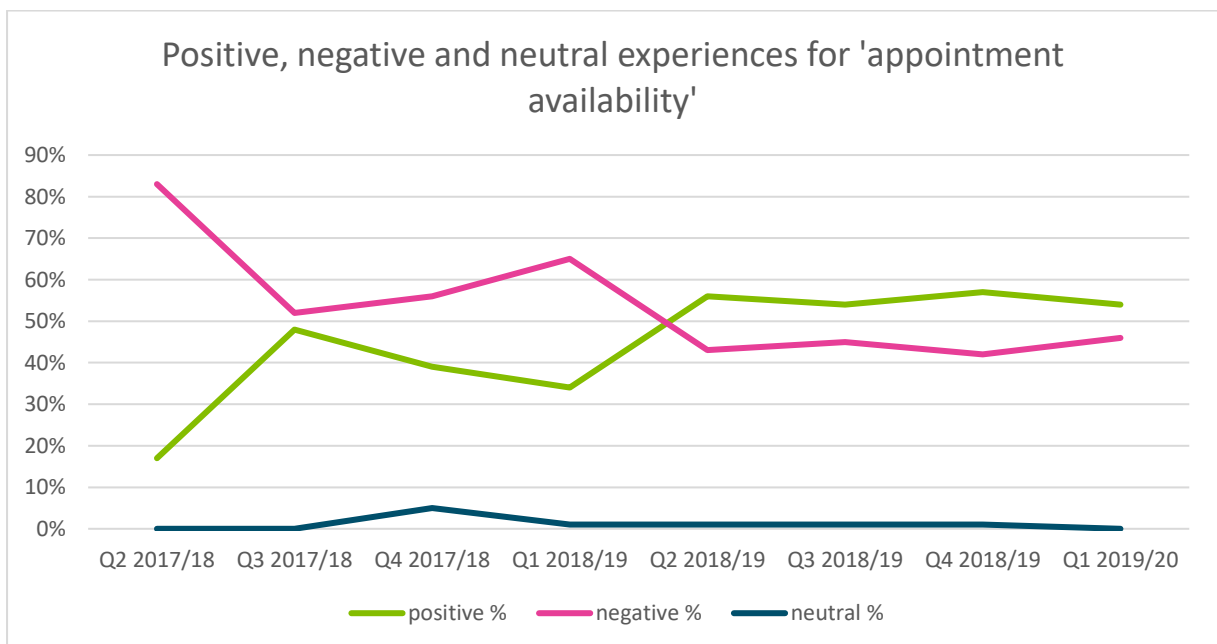
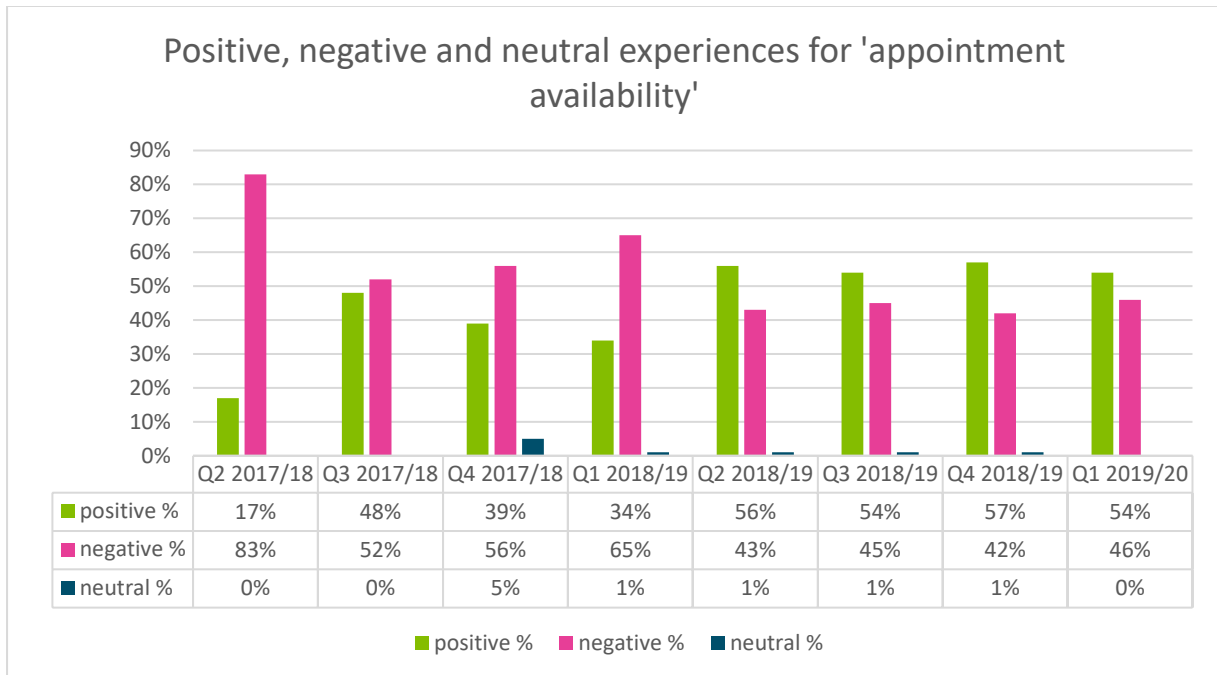
Themes and subthemes

Figure 3:



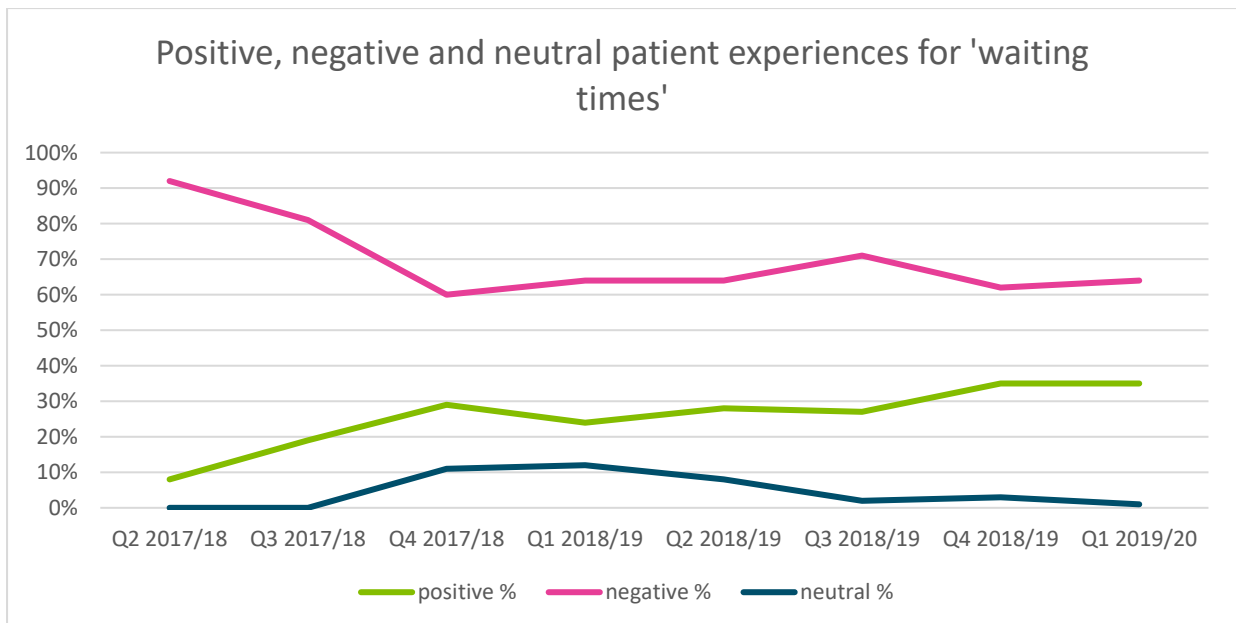
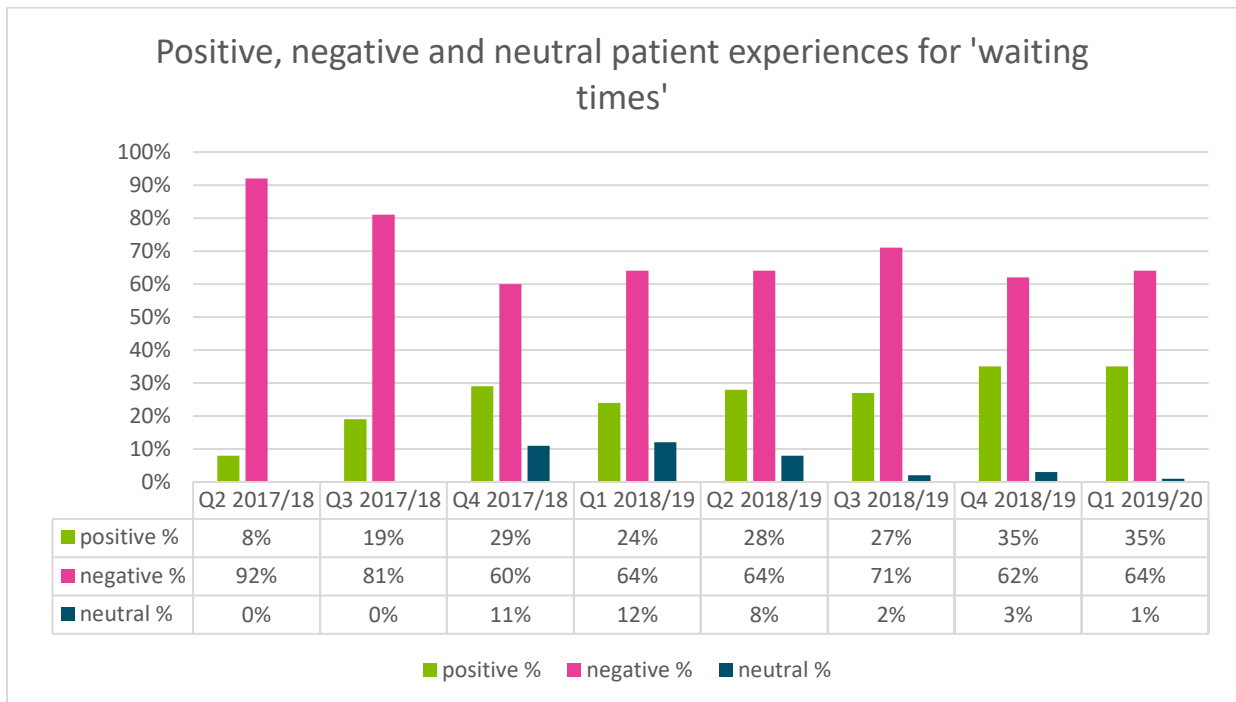
For the past year there has been a general upward trend in the amount of positive patient experience feedback Healthwatch has received in relation to booking appointments.

Figure 4:



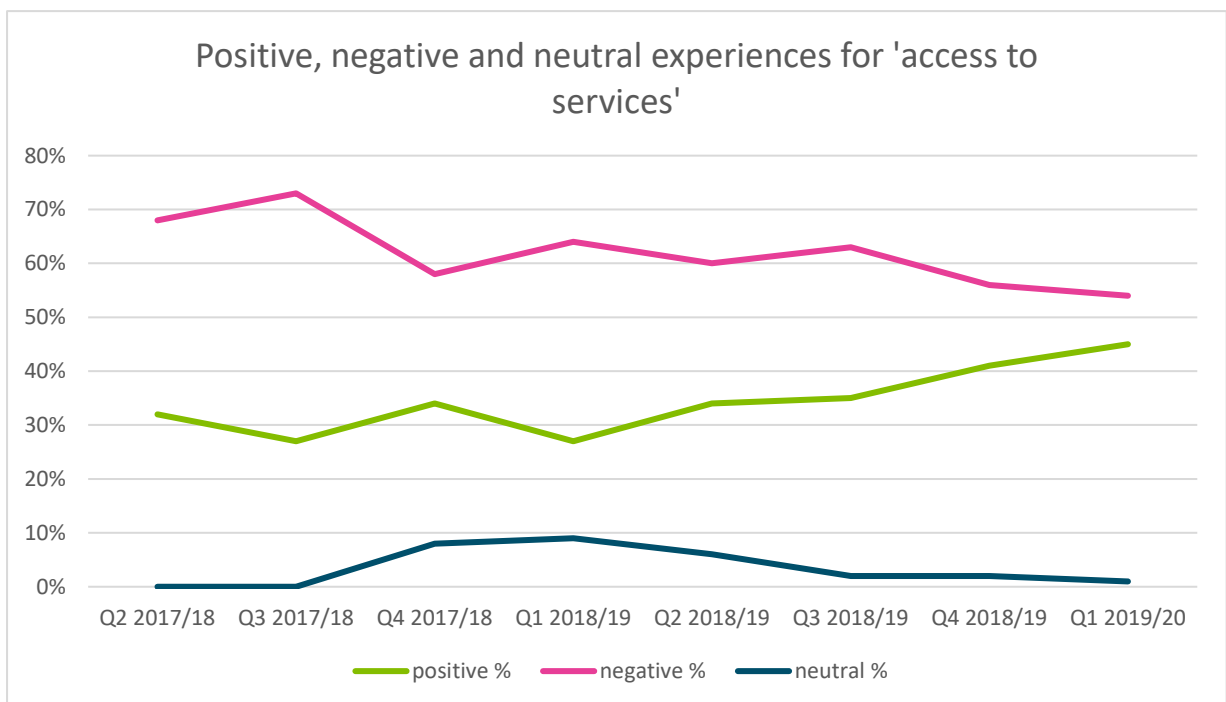
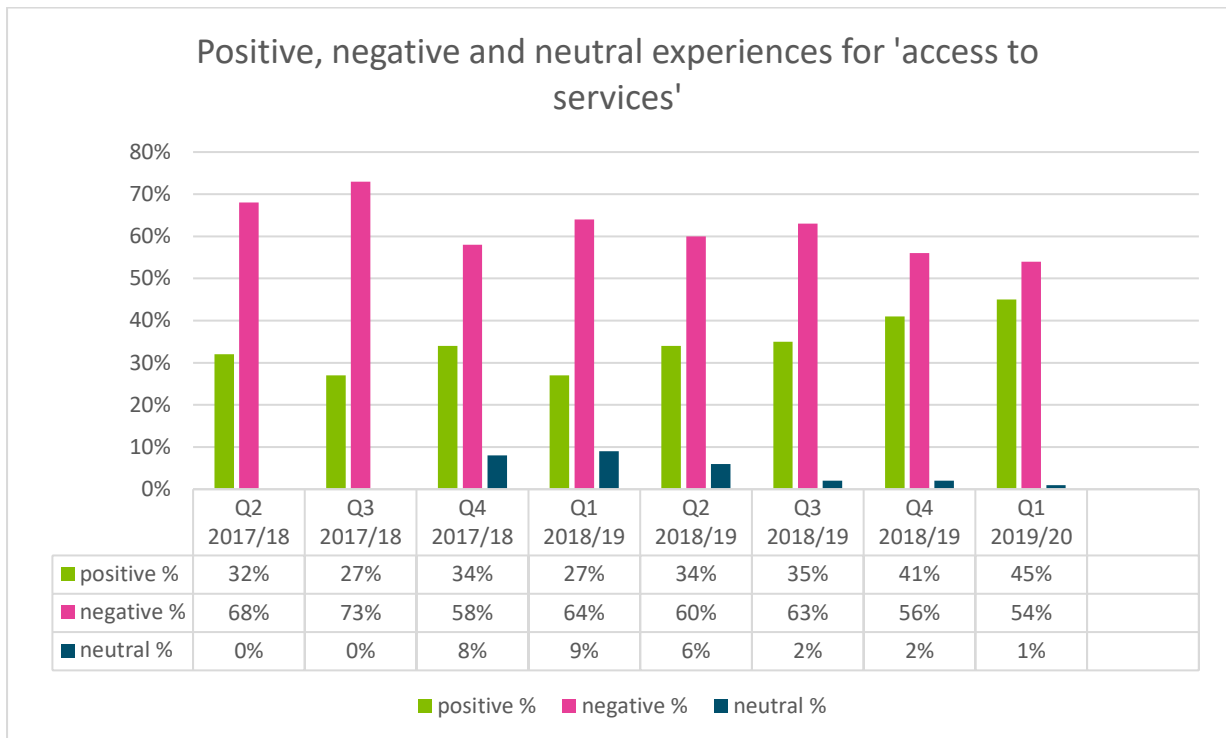
Positive patient experience in relation to appointment availability has improved over the period, taking over from negative patient experience since Q2 2018-19, as the highest category. Although the margin is narrow, positive patient experience now consistently outweighs negative patient experience by approximately 9-15%.

Figure 5:



Negative patient experience in relation to waiting times consistently outweighs positive patient experience. However, there has been some narrowing of the gap with positive patient experience increasing from 24% at the start of 2018-19 to 35% at the start of 2019/20.

Figure 6:



Negative patient experience outweighs positive patient experience in relation to access, however there has been some significant narrowing of the gap during the period.