



**ARCADIAN GARDENS SURGERY  
PATIENT PARTICIPATION GROUP (PPG) MEETING**

<b>Date:</b>	08/02/2024, 18:00-19:30, Kitchen
<b>In Attendance:</b>	Chairs: Dr KP, Dr ZK, SG (Minutes), DD, LR, CA, JS, MM, NK, LB

**AGENDA ITEM**

<b>1</b>	<p><b>Welcome</b></p> <p>Sav welcomed everyone to the meeting and introduced himself as the new Practice Manager and introduced the GP Partners, Dr Perera, and Dr Karim.</p>
<b>2</b>	<p><b>What is the Patient Participation Group or PPG?</b></p> <p>Sav explained the purpose of the PPG. It is a forum where we meet for those that have been to the surgery as a patient, parent, carer, or friend, to feedback on our services and to help make the surgery work as well as it can for patients, doctors, and staff.</p> <p>Experiences matter and members can bring different ideas to the surgery to help us treat patients better or improve what we do in some way. Views will be listened to. It may not be possible to act on every suggestion, but all feedback is very valuable. Working in a spirit of mutual respect, openness and trust, all patients' views will be discussed and, where appropriate, we will work together on solutions. You will also gain a better understanding of the NHS and gather feedback from other patients and the surgery team.</p>
<b>3</b>	<p><b>Feedback from PPG</b></p> <p>Sav asked the PPG if there was any feedback they wanted to provide. Topics of discussion:</p> <p><b>CALL WAITING TIMES</b></p> <ul style="list-style-type: none"><li>This can be a source of frustration. Sav asked on average how long are you waiting on the phone for before the call is answered? One member relayed 10 minutes. Dr Perera relayed that the practice is seeing 580 appointments per week. Dr Karim has recently expanded her 8am morning walk-in clinics as a trial on to Mon, Tue, Weds, Fri and is seeing a lot of patients. Dr Perera also informed of an increase in phone calls after the Covid pandemic. We discussed other ways of contacting the practice for an appointment or for anything else via the yellow banner, contact us link, on the practice website homepage: <a href="https://arcadian.footfallpractice.co.uk/">https://arcadian.footfallpractice.co.uk/</a></li></ul> <p><b>ACTION: Sav will add missed number of phone calls, missed appointments etc. on TV screen in waiting room and practice website.</b></p> <p style="text-align: center;"><b>Arcadian Appointment Usage January-December 2023</b></p> <p style="text-align: center;"><b>Did not attend ('DNA') - 5.8%</b></p> <p style="text-align: center;"><b>Patients with multiple DNAs - 330</b></p> <p style="text-align: center;"><b>Total no. patients who DNA - 1161</b></p>

## Our busiest call times (20/02/2024)

8-9am

11am-12pm

3-4pm

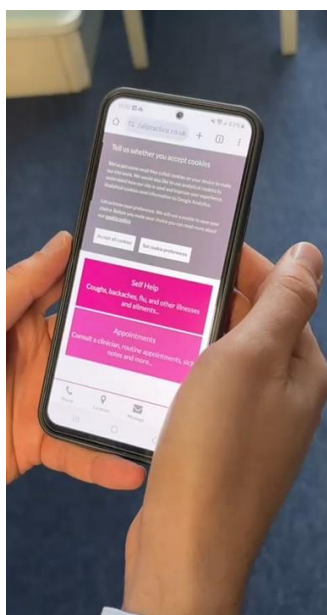
## Average time on hold (21/02/2024)

4m 45s

### ONLINE SERVICES

- Some PPG members were not aware of the Online Services that the Surgery offered. One member stated that they really liked the new ChatDoc WhatsApp service that had been introduced and that it was a shame that this has not been continued. They also commented on a helpful person (Mel, Care Coordinator/Online Services Lead) that contacted them in relation to this when they used the service. Dr Perera relayed that we were not getting enough contacts each day to make it a viable service to continue. Another PPG member stated they did not know about the service. Dr Perera relayed that they should have received a text message about it. Dr Perera relayed that we are now using FootFall as the platform to submit Online Consultations via our website.

**ACTION:** One suggestion that was made was to try to obtain an apprentice, students, or PPG members that could also volunteer, to speak to patients in the reception waiting room to promote the service and show patients how to submit an online consultation from their phone. We have since added a demonstration video on the TV screen in the waiting room of how do this.



Complete this form link if you need an appointment via our website homepage or need our help.



www.arcadiangardenssurgery.nhs.uk

### CUSTOMER SERVICE

- Mixed feedback - some members felt they could receive better frontline customer service and one member gave positive feedback regarding this and believed it was important to give positive feedback too when you receive good service. One member stated that they would prefer to hear the phrasing “that the next appointment with ... is ...” rather than “there’s nothing for X amount of time”. Members also reported that they did not know who all the frontline staff were, mainly just one longstanding staff member.

**ACTION:** Invite frontline staff to next meeting. PPG feel would benefit from hearing how things are from their side and vice versa. We also have a ‘Meet the Team’ page on our practice website:

<https://www.arcadiangardenssurgery.nhs.uk/practice-information/meet-the-team/>

### **WOOD GREEN NHS COMMUNITY DIAGNOSTIC CENTRE (CDC)**

- No longer walk-in for blood tests. Dr Perera also relayed that scan times are quick.

### **PRACTICE ALLOTMENT**

- Dr Karim would like to set up health promotion clinics at the practice allotment.

### **STREET PARTY**

- Would PPG like another one?

**ACTION: Yes. To check does not clash with other events.**

### **BROOKWATER HOUSE CARE HOME**

- Daniela, Care Home Manager, in attendance today, representing the local care home that the surgery looks after, and offered a room at care home for future PPG meetings. Daniela also told us about events they hold for residents e.g. upcoming Chinese New Year event and Valentine's event.

### **SWEET TUB GUESS PRIZE**

- LB previously organised a jar with sweets and chocolates and a red tin letter box for raffle collections. Patients can guess how many sweets are in the jar. This was located today.

**ACTION: Sav will add this back in Reception for a month so that we can announce a winner of the jar. 3 raffles = £1.**

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### **AOB**

- **START WELL**

#### **Proposed changes to maternity, neonatal, and children's surgical services**

Dr Perera informed that it is important for patients to feedback via the questionnaire on <https://nclhealthandcare.org.uk/get-involved/start-well-2/> by the end date 14 March 2024, on the consultation, which would involve the closing of Edgware Birth Centre.

- **How often to have PPG meetings?**

Quarterly and to get minutes of meetings disseminated soon. A suggestion was made about PPG members meeting separately to these meetings in case of practice commitments. One PPG member suggested after the meeting that a lunch time meeting might capture more attendees.

- **Compliments**

Also given regarding Elis (Care Coordinator), Pedro (Advanced Nurse Practitioner) and to Dr Perera and Dr Karim for their work.

**END**