



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

<b>Date:</b>	22/04/2024, 13:00-14:00, Brookwater House Care Home
<b>In Attendance:</b>	SG (Chair & Minutes), Dr KP, Dr ZK, BL, CL, LR, RP, Dr JP, LB, Dr AS, AMcG, MK, ND

### AGENDA ITEM

1	<p><b>Welcome</b></p> <p>Sav welcomed everyone to the meeting and thanked Brookwater House Care for hosting today. Sav introduced himself as the Practice Manager to any new group members and informed that he has been in post since June 2023 and introduced the GP Partners, Dr Perera, and Dr Karim.</p>
2	<p><b>Discussion of minutes and actions from last meeting</b></p> <ul style="list-style-type: none"><li>- Meeting time today at earlier time as previously suggested by patient LB to capture more members. We will vary the meeting times between early afternoons/evenings to also accommodate working members.</li><li>- LB reported that call waiting times were a bit quicker compared to last time and that intro message on the phone system is more concise.</li><li>- We agreed at the last PPG meeting that we would bring along one of our frontline staff to today's meeting to give own feedback of frontline challenges/experience to provide more understanding to the PPG of what it is like on the other side. Melanie, Online Services Lead &amp; Care Coordinator attended today and introduced herself and fed back regarding that it is not just phones that need answering and that there is a lot of unseen background admin that they do e.g., prescriptions, scanning, referrals, registrations, calling patients etc. Mel also explained the alternative way to contact us via our website for appointments or for anything else:</li></ul> <div data-bbox="443 1240 1316 1527" data-label="Complex-Block"><p><a href="https://arcadian.footfallpractice.co.uk/navigator/contact-the-practice/">https://arcadian.footfallpractice.co.uk/navigator/contact-the-practice/</a></p></div> <ul style="list-style-type: none"><li>- LB asked whether if you just need to change an appointment, do you have to fill out the whole contact form again with your problem. Mel explained that that is not necessary and that you can select the 'Contact the Practice' form option instead via the same route, which is a shorter form:</li><li>- Patient CL explained that it is important for patients to be understanding and for there to be a balance and vice versa when patients ring in and when staff take calls from patients. Patient LF also relayed that she has been part of the surgery for many years, and that she is happy with the Surgery.</li><li>- Competition winner Mrs RP attending PPG meeting today and given flowers for the closest guess of the number sweets in the jar at reception. <a href="https://www.arcadiangardenssurgery.nhs.uk/2024/03/06/guess-how-many-sweets-in-the-jar/">https://www.arcadiangardenssurgery.nhs.uk/2024/03/06/guess-how-many-sweets-in-the-jar/</a>. All proceeds will go towards the practice allotment. Patient Mrs RP, a recently retired GP Surgery Practice Manager of 23+ years praised Arcadian's services and explained that it is not easy.</li><li>- Natalia, Clinical Lead of Brookwater House care home attending today also praised Arcadian's care and the helpfulness of the reception team every time she rings.</li></ul>

- Patient Dr JP, MBE, a recently retired GP Partner, stated it is important for patients to go on NHS choices to give positive feedback when they have it:  
<https://www.nhs.uk/services/gp-surgery/arcadian-gardens-surgery/F85034>
- New practice recruits:
  - o Maria, Patient Advocate will deal with any complaints that need escalating from frontline reception staff.
  - o Discussed at last meeting about obtaining volunteers to be in reception waiting room to show patients how to use online website contact form for appointments. We have since recruited a volunteer student with an interest in medicine, however he is currently helping us with medical admin. Patient LR mentioned that we had discussed at the last meeting that our medical trainee students could be promoting this in reception – Sav relayed that they need to consult patients, and this would need to be consistently done to make an impact. Instead Sav and Mel have since added a video on our waiting room call screen showing patients how to submit an online consultation demonstrating how to do this.
- Patient LB suggested it would be good to advertise a rota whereby PPG members could come and promote Online Consultation service in reception.  
**ACTION: The rota times where it is busiest would be between 8-11am and 3-6pm. Any PPG members who would like to volunteer to do this, please contact [arcadian.gardens@nhs.net](mailto:arcadian.gardens@nhs.net) FAO Sav.**
- Appointment Usage, DNA, busiest call times (8-9,11-12,3-4), average time on hold audit information has already been added on waiting room screen as discussed in last meeting and raised by Dr Karim today. We will update this routinely.

#### Practice Allotment Update (Dr ZK)

- Dr Karim fed back that she was at the allotment last Sunday with one of our patients planting but needs more PPG help.  
**ACTION: We agreed to promote the allotment via an SMS text to patients.**

#### Street BBQ Party/Winter Fair (Dr ZK)

- We agreed we would organise a winter fair for our patients and community in early Dec 2024 on a Saturday 12-5pm at the New Testament Church of God opposite the surgery, as previously done, as some people might be away in the summer and may not also be enough time to organise. Natalia, kindly offered that this could be held at Brookwater but PPG thought that closer to the surgery would mean more patients would be likely to attend and that the Care Home residents would appreciate extra people to speak to. Activities such as face painting to be organised, food, fire engine attendance, contact police, close off street, invite MP etc.  
**ACTION: PPG volunteer participation will be required if anyone would like to put themselves forward to run a stall and organise something to provide, please let us know. Sav will make initial contact with the Church.**

4

#### AOB

- Patient AMcG suggested doing a coffee mornings or book club at the allotment and would like to take a lead with organising, which was agreed. Discussed organising WhatsApp group for this.

We convened and had tea, coffee, cake, fruit, refreshments together at the courtesy of Brookwater House and had a chat – Thank you!

**END**