



## Patient Participation Group (PPG) Meeting

### Meeting Summary

**Meeting Date:** Wednesday 22<sup>nd</sup> November 2017

**Start Time:** 3.00pm

**End Time:** 4.45pm

**Participating practice name:** The Groves Medical Centre

**Facilitator Name:** Beverly Snell – Practice Manager

**Attendees:** Beverly Snell (BS), Keighly O'Connor (KO), Shelley Herbert (SH), Sandra Berry (SB), Maite Menard (MM), Nazar Pola (NP), Pamela Harris (PH), Bryn Hughes (BH)

**Minute Taker** – Miss Amy Gittus

#### ❖ **MOTION: Introductions/Welcome**

➤ *Minutes from previous meeting read and approved. No amendments needed.*

- Beverly Snell opened the meeting with welcoming the patient group members and introducing Keighly O'Connor (Site Manager) and Shelley Herbert (Reception Manager). It was also stressed that the agenda for today's meeting was not forwarded to all group members and that this will be remedied for future meetings.

#### ❖ **MOTION: Background for new members**

- The Groves PPG is a forum for patients to meet with senior management to discuss patient issues with a view to improving our services and getting a better understanding of the needs of our patient population. It was noted that the meetings have now been changed to bi-monthly at the PPG's behest. The primary aim of the meetings is to provide a source of information to patients and keep them informed of upcoming events, projects and services which are available. Participation from the group is of fundamental importance as our objective is to work in collaboration with you to provide appropriate services and healthcare.
- BS informed members that there are currently PPG groups at the other 4 Groves Group surgeries which have all had meetings this year at their Practice sites.

The PPG committee can help shape and guide the way the surgery currently services our patients as well as better understanding the way in which the Practice operates.

#### ➤ **Recruiting New PPG Members**

- At present we are looking into recruiting patients to join the PPG with emphasis on enlisting members representative of our patient demographic with patients of all ages.



- MM stated that she was only made aware of the PPG meetings having 'stumbled' on this on the website and suggested that signs at the main desk would be beneficial as patients will all see this during surgery visits (current signs advertising the PPG only update meeting times and are not informative enough for potential new members). Training reception staff with the specifics of what the PPG is, what happens during meetings and when these take place is needed as when MM had enquired about this previously staff were unable to provide further information.
- It was observed from members that posters would be a good visual prompt to entice new members as well as providing a brief advertisement in new patient registration forms and at the bottom of prescriptions.

**Action:**

- BS to update the Group website and registration forms with information advertising the PPG and will work with reception manager SH to incorporate the PPG as part of reception training so staff can help promote and offer information to patients.
- KO and SH to amend PPG sign in reception to add information for new patients.
- PPG members to email any further suggestions regarding recruitment to KO on: [keighlyoconnor@nhs.net](mailto:keighlyoconnor@nhs.net)

❖ **MOTION: Website Feedback**

- New website hosted by Silicon Practice Ltd was launched in May 2017. Silicon Practice continually work closely with us to help the productivity of the surgery by providing patients with a user friendly site that enables them to do more online.
  - This new site operates like a dashboard and boasts 'rooms' for patients to select such as consultation and treatment rooms which patients can navigate depending on their request or query. These rooms then act as a flowchart or algorithm that provide as much information to the patient before giving the option to 'send a GP a message' or 'contact the surgery' should the help they need not be available online. Patients can currently request medical certificates, complete forms for annual reviews and travel vaccinations etc as well as leave messages for doctors and nurses. Reception staff are now able to work in a more effective way therefore enabling them to provide a better service to patients.
- *Website FootFall Statistics distributed to PPG members*
- BS divulged that statistics are generated monthly and numbers for the website thus far have been promising (215 requests for information in September) with the surgery having saved telephone consultations and appointments which can be offered to patients who need them.
  - The surgery is still working with Silicon Practice to accommodate patients as statistics have shown usage is increased from 7-10pm when patients are home from work. BS stated that our aim is for clinical and admin staff to be responding to online queries within 12 hours (at present our response time is 24 hours).



- BS clarified the difference between services available on the website and our patient Online Access service following a query from BH regarding access to blood test results. The website provides Practice information for general use whereas Online Access requires a login from patients so they have access to their personal information. If set up for this a login prompt will automatically ask for your login details when you access the website.
  - MM questioned the current status of shared information across NHS and external organisations. BS confirmed that the technology has not currently been produced to enable this to happen however this is being looked into as we have the NHS Spine presently in use which retains patient information across organisations. Whilst we can guarantee patient confidentiality within the surgery there is a worrying lack of control once this is released to external organisations and this then becomes a legal issue. BS assured MM that should GPs feel additional documentation necessary for specialists to see they will include this when referrals are made for further treatment. Patients also have the opportunity to request their own information.
  - PH enquired about repeat prescription requests on the website and comment option when selecting medication. Small amount of medication was needed and lack of option to select this therefore complete medication had to be requested and comment was ignored. BS advised that in more complex situations it is best to use the 'send a GP a message' option where more information can be included and left with the prescription team.
  - MM requested for photos of doctors and admin staff to be included on the website; there is more importance placed on being able to see GPs as patients very often do not get to see the same doctor twice. BS confirmed that the team is currently working on putting this together for the site.
- **PPG Website Volunteers**
- BS suggested PPG members could assist the surgery in championing the website and demonstrating this to patients in the waiting room. Silicon Practice has advised the use of an iPad which will constantly be online for patients to navigate. BS asked if members would be willing to give their time to help with this as limitations and demands on time and staff mean we do not have the resources available to do this on a continual basis.
  - BH expressed concerns with regards to members having sufficient training on website use before considering this. Other useful website guides may also be beneficial for patients to have to hand.

**Action:**

- BS to look into possible training for PPG members to promote the website to patients.
- BS to collaborate with KO & SH to produce information on how to navigate the website for patients (possibility of information in new patient registration forms). BS to liaise with Silicon Practice to provide similar information on the site itself.
- KO to continue collating photos of clinical and admin staff to add to website gallery.



❖ **MOTION: Staff Recruitment**

KO informed members of 2 newly recruited salaried GPs:

- ✚ **Dr Elizabeth Greenberg** – works Monday AM/PM and Tuesday AM
- ✚ **Dr Lakshman Jayanthan** – works Thursday and Friday AM/PM

Dr Rana Suliman will be taking maternity leave shortly therefore these new GPs will be welcome additions to our clinical team.

- The surgery is currently proactive in recruiting new doctors to accommodate our growing list of patients. We aim to provide a supportive working environment for our salaried GPs as recruiting them is becoming increasingly difficult. GP quarterly meetings are held at The Groves for doctors across all 4 sites so our GPs can interact and be involved in open discussion among their peers; lunch and pay is provided for GPs attending out of working hours and educational speakers are frequent visitors. We feel that this engagement with our doctors helps us retain and promote quality clinical staff.

BS went on to elaborate on a new addition to The Groves nursing team:

- ✚ **Anna Griffiths** – Trainee Practice Nurse – works full time

- The surgery has taken advantage of a nurse training grant to appeal to nurses who have not yet completed training but have the opportunity to accomplish this while working alongside the expertise of our Practice nurses. We have another newly appointed nurse starting in January to add to our strong nursing team. BS reassured MM that GPs and nurses see both private and NHS patients.

Introduction of 2 separate clinical staff to The Groves has helped drastically improve our patient services within the last couple of years.

- ✚ **Ali Nabijee – Prescribing Pharmacist**

Ali began working at the surgery a couple of years ago is employed by The Groves overseeing much of our prescribing at the surgery as well as conducting medicine audits. In addition to this he has his own clinics where he administers vaccinations and consults patients with minor ailments.

- ✚ **Richard Chawkey – Paramedic Practitioner**

Having extensive experience working as a paramedic Richard is an invaluable addition to The Groves where he is currently producing care plans and visiting vulnerable elderly patients (75 + years). The main goal is for these patients to feel able to contact the surgery with their needs rather than opting to go to hospital.



- In reply to BH's query as to the surgery's plans on further expansion in the future BS declined to commit to time scales of when expansion would be considered. BS elaborated that, at this time, the Group is concerned with improving our quality of care and standards across the 4 sites. The Group currently oversees the care of some 30,000 patients which is a manageable size however increased patient population allows for less control and dropping standards. There may be plans for growth within The Group in future.
- BS highlighted the work done in the last couple of years to collaborate the policies and contractual agreements across The Group sites to have a holistic approach to the management of our surgeries.
- Site collaboration has occurred in conjunction with hard work to raise the Care Quality Commission (CQC) standards at our Hinchley Wood and Richmond surgeries from 'Inadequate' to 'Good'.
- BH requested clarification as to whether patients could be accommodated privately at the New Malden Diagnostic Centre as had previously been practice at the surgery where further investigations were required. BS confirmed that the surgery does not have an arrangement with The Harley Street Clinic however Dr Harris may be able to negotiate reduced fees for patients if necessary.
- SB enquired as to the number of Partners at the surgery and whether previous Practice manager Trevor Fuller is still working in any capacity at The Groves. BS confirmed that Trevor Fuller left the surgery 2 years ago and that The Group currently has:

 **7 Partners**

 **18 Salaried GPs**

**Action:**

- BS to liaise with Partner Dr Jeremy Harris regarding whether fees can be negotiated for patients to use the diagnostic services provided by the Harley Street Clinic as previously practiced.

❖ **MOTION: Opening Hours**

- The Groves Medical Centre will now be opening at 8am every morning, Monday to Friday, as patients have left feedback stating they prefer the earlier mornings. The phone lines will also be available from 8am every morning as well as appointments available online.
- Moreover, our Saturday morning clinics run from 9am – 1pm of which some of these appointments can be pre-booked up to a week in advance and the rest of the appointments are released on the day. Telephone consultations can also be accommodated during Saturday clinic.
- It was noted by BS that she did not approve of the queuing at the surgery when she took over the role as Group manager and hopes that patients are reassured that we have acted on their feedback to open the Practice earlier to avoid these long wait times.



➤ **Follow Up GP Appointments**

- BH raised the increasing issue of doctors requesting patients to book follow up appointments only for patients to be told there is no availability to do so.
- BS stated that in this instance reception staff should be able to release these appointments at a GP's directive by adding a comment with the appointment recording this.
- It was explained to PPG members that GPs have previously reported that following a consultation with a patient where blood tests etc have been requested they would like to review these patients at a later date.
- It was noted by SH that staff have specific guidelines to adhere to however this is a new procedure that has been adopted by the reception team recently as this had been an ongoing problem for some time. SH went onto suggest that GPs record in the patient's consultation notes that they would like to review the patient in a number of weeks so we can see evidence of this. Unfortunately, some patients state that a GP has requested them to be seen in a number of weeks and this has not been the case.

➤ **Preventative Care at The Groves**

- NP mentioned the importance of preventative methods and education for patients rather than focus being solely curative. It was noted that this required a community effort working in conjunction with the health service.
- BS informed members of the free NHS health check offered at the surgery to patients aged 40 and over. This check focuses on risk factors, healthy living and advice from our clinical nursing team. Blood tests are also conducted during these checks. SH added that reception staff are notified as to whether a patient is eligible for a free NHS health check via an alert on their records so these will be offered to patients should they be entitled.
- Our website currently includes a 'Wellbeing Centre' where patients can find links to local and national organisations as well as obtain free health advice on issues such as domestic violence, child health, elderly care and weight management.
- The Care Commissioning Group (CCG) have recently provided a formulary which has come into effect stipulating what we can and cannot prescribe. BS added that Vitamin D will now only be prescribed to patients who are deficient and patients who are not will have access to purchase this over the counter. One of the roles of our prescribing pharmacist is to conduct audits on these medicines to help reduce the medicines on prescription which are not needed which patients can purchase themselves.

**Action:**

- BS and SH to raise issue of follow up appointments with GPs at next clinical meeting with a view to agreeing on a procedure whereby doctors record this on patient notes for reception staff.



❖ **MOTION: Working with the local community**

- SH expressed the surgery's intention to support and work with the local area and informed the members of several projects currently underway which we hope will foster strong associations with our community.

**Food Bank**

- A member of our reception staff initiated our involvement working with Kingston Food Bank during the build up to Christmas. We are asking staff and patients who wish to donate to give non-perishable food items and toiletries up until Friday 22<sup>nd</sup> December to support families during the Christmas period. SH added that over Christmas patients bring in food and we reasoned that this could be given to those in need.
- The Vineyard Surgery in Richmond have organised a project whereby doctors administer free vaccines once a month to the homeless. This has been an unqualified success with GPs volunteering to give up clinical time to help with this new scheme. If this continues to do well we aim to continue this on a weekly basis.

**Evening Support Group**

- BS notified the PPG of a recent patient suicide that occurred in which the parents of the young girl approached the surgery wanting to work with us to promote awareness and local support to help others in similar situations. This tragedy helped to identify the specific needs of our vulnerable and mental health patients and we are currently working with the family and a mental health professional to arrange evening support groups. The objective of the group is to provide a safe, welcome and supportive forum for those affected by mental health, GPs and staff. An agenda will not be set for our initial group as we are unsure what our patients need from these support evenings however we intend to host these regularly should they be of benefit to our patients.
- TM raised concern re establishing appropriate times to hold support groups. BS concurred that times during half term and holidays would be inappropriate and that a time that suits the majority would be chosen when an initial date is set.
- It was noted by MM that a sub group of patients that she recognised as vulnerable and often overlooked are those suffering with thyroid problems. These patients would benefit greatly from opportunities to talk, offer support and possibly gain insight from specialist speakers. BS stated that if this is something patients would like then the surgery can provide the premises to accommodate a support group of this nature.

**Action:**

- BS to reevaluate appropriate dates suitable for patients to attend the mental health evening support group.
- MM to contact BS with suggestions to arrange and participate in a support group for patients affected by thyroid problems.



❖ **MOTION: Care Quality Commission (CQC)**

- BS provided a background into the CQC for the benefit of PPG members. The CQC requires all surgeries to be registered and regulates GP Practices to a high standard. It is essential that practices improve and maintain quality standards of care as the CQC as a regulatory body has the authority to close down practices which do not meet these requirements.
- The CQC deemed our Richmond Practice 'Inadequate' after their last 2 visits to the surgery. Taking on board the improvements and recommendations from CQC we appointed a new trainee manager who, with the involvement of a new staffing team, have overseen massive developments at the Practice. BS was pleased to inform the members that The Vineyard received a 'Good' rating from CQC following their last inspection in September '17.
- BH reported that during his interview with CQC following their inspection at The Groves, whilst he was very satisfied with the healthcare provided at the surgery, was unable to commend the current status of the PPG. BS reiterated that CQC are very interested in the PPGs and it is an area which, with member's help, we would like to develop and improve.

🚩 All 4 sites within The Groves Group are now rated 'Good' by CQC standards.

❖ **MOTION: Patient Feedback**

➤ **Compliments/Complaints**

- BS reported that when she began working at The Groves the number of complaints totalled approximately 50-60 per year which has now significantly reduced to 6-7 across all sites. Most encouragingly we have only received 2 complaints since January.
- It was noted that the management team are focused on highlighting the areas in which we excel as a healthcare provider and have such implemented a 'Compliments' board in reception which has since been covered in staff compliments and pictures. Our staff take a lot of pride in receiving compliments and we are now getting more of these than complaints.
- BS added that we are now receiving positive ratings and comments on our NHS Choices profile which we hope to maintain and improve upon.

➤ **Groves Group Newsletter**

- SB offered insight into previous publication and distribution of the original Practice newsletter. The number of patients then totalled approximately 10,000 with 2,500 being actively involved with the PPG. The majority of these patients did not have emails or access to the internet therefore newsletters were delivered by PPG members which required time and expense to post. Social events were often organised to help fund this as little financial and content based contribution was offered from surgery.
- BS stated she had seen copies of past newsletters and was happy to support a resurgence of this as 1 newsletter for The Group as a whole. BS further explained that there have been





changes in how people access information and we know from patient feedback that texts are the preferred choice of communication.

- It was suggested that links can be texted to patients where the newsletter can be downloaded and accessed from phones. This also ensures that information reaches a younger generation.
- SB involved with MS branch of 200 members, many of whom are vulnerable, disabled or elderly and do not have emails or access to a web based society. SB expressed her concern that these patients are not excluded.
- It was observed that it is important for the surgery to not exclude any patients. BS noted that there are groups within our patient population who are difficult to reach and these patients are often vulnerable and require us to work harder to keep lines of communication open. Vulnerable and elderly patients are provided with care plans by Richard Chawkey, our Prescribing Paramedic, as previously mentioned. These care plans provide us with next of kin details and consent to share information which enables us to directly intervene when patients are taken to hospital etc. BS added that the surgery uses an online tool to identify at risk patients and that Richard is happy to continue his work at our other sites. Newsletters and leaflets can be given to these patients during his home visits or left in the waiting room for patients who prefer paper copies.
- SB questioned the editorial control of the newsletter and where contributions would come from. BS responded by emphasising that the members have the experience of organising and contributing to the newsletter and that to begin with it would be best for them to tell us what they would like included; we are open to suggestions. We can provide assistance with content and design by putting members in touch with surgery staff.

➤ ***Involvement of younger demographic for PPG***

- BH broached issue of engaging the younger generation in PPG as well as involving them in participating with the newsletter. He asked the forum about the best way of engaging them.
- BS stated the misconception that the younger generation does not wish to engage. There may be less willing to organise events and newsletters however if given the appropriate access and ability to contribute people will come forward. Online access to be involved with the PPG is also a good promotion strategy as more people will find out about the group.
- It was noted by BH that younger members would not necessarily have to meet together at meetings, they could contribute and provide input online without physically attending. Their contributions will provide a wider feedback and be invaluable re showing patients the website where other members may not have the expertise.
- MM suggested possibility of an online forum which could be an addition to the website. Patients could use this to discuss needs or offer suggestions. BH interjected that the forum would need a specific purpose and would require monitoring. BS agreed that continual monitoring would be necessary and that it is something that would require deliberation however could be trialled.

**Action:**

- BS to liaise with Silicon Practice Ltd to discuss possibility of a forum on the website and what this would entail.
- BS to put members in touch with staff at the surgery who can provide assistance with newsletter graphics and design (i.e. Charlie – HR Coordinator) if this is needed.



❖ **MOTION: Groves Medical Group Update**

- The Groves Medical Centre is part of The Groves Group which consists of 4 GP practices located in Hinchley Wood, Wimbledon and Richmond.
- We welcomed The Lantern Surgery based in Hinchley Wood into The Group 2 years ago which we are now looking to expand to provide better services for our patients. BS reported that the shop next to the surgery had been purchased by The Group and will be undergoing refurbishment in the coming week. We will be keeping members up to date with the status of this as it unfolds.

❖ **MOTION: AOB**

➤ **Prescriptions when on holiday**

- KO informed members about Practice policy with regard to prescriptions whilst patients are on holiday. Should patients be holidaying within the country they can request their prescriptions be sent electronically or faxed to a pharmacy where they are staying. Alternatively, patients can call the surgery and request that their primary nominated pharmacy be temporarily changed to a pharmacy where they will be staying while on holiday. Unfortunately, this is not a service which can be provided if patients are holidaying overseas.
- MM asked if a photo could be taken of the required prescription and shown in a pharmacy to obtain the medication. KO stated that prescriptions are legal documents which must contain a signature from a clinician authorising for the medication to be taken – a photo would not be accepted in a pharmacy.

➤ **PPG Format**

- SB wanted clarification from management as to the format of the PPG and what the purpose of members is with regards to their involvement. BS suggested that this is very much what works for members and that the surgery is happy to accommodate the level of involvement requested by the PPG. We are keen to know whether the time of meetings is appropriate and whether the frequency of these is enough etc.
- KO added that it is likely the format and topics discussed will change and evolve as meetings progress. News and issues will arise over time therefore prioritisation of what takes place at PPG meetings will reflect this. It was noted it is better to leave the format flexible.

**Closing Statements:**

- BS thanked members for attending and looked forward to meeting in the New Year.
- BS acknowledged the agenda for today's meeting had not been distributed and assured members that these would be forwarded in advance of the next meeting.
- MM requested for the minutes of PPG meetings to be bullet pointed to avoid confusion.

***Meeting Adjourned at:*** 4:45pm

***Minutes Submitted by:*** Miss Amy Gittus



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