

MINUTES LEES MEDICAL PRACTICE PPG

Date 6th July 2023 1300-1400

Meeting Called by Julie Rowe

Attendees: Julie Rowe Practice Manager
Dr Zia Jalal
Dr Atifa Jalal
Patient - JP
Patient - LB
Patient - DW
Patient - BW
Patient - PT
Patient - CW
Patient - AR

Apologies: Patient - MN

Item 1 Welcome to the second PPG meeting for Lees Medical Practice.
Apologies for non-attendance.
Minutes of meeting 9th March 2023

Item 2 PPG Chairperson

- Appoint chairperson - job description page 9 PPG Policy. JP suggested PPG needed to know more about each. Each member told a little about themselves to the group.

Item 3 PPG Secretary

- Appoint secretary - job description page 11 PPG Policy. As above.

Item 4 IT

- Appoint IT person. To run WhatsApp group, Facebook, Email. As above.

Item 5 Practice Expectations

- Improving communication by producing newsletter or leaflets that provide patients with information about their health and how to access services
- Organising promotion events so patients can have a good understanding of their health and how best to look after it

MINUTES LEES MEDICAL PRACTICE

PPG

- Acting as a 'critical friend' to the practice, helping it to understand what patients think about some of the issues such as opening hours, telephone systems, seeing your favourite GP, available services and so on.
- Helping to fill some of the gaps in services by signposting patients available support or provide services such as volunteer transport, befriending and support groups.
- Carry our research to find out what matters to patients and discussing the findings with the practice.
- Provide constructive and positive feedback.

Item 6

Patient Survey

- In 2022 the national GP patient survey was sent out to 393 patients by NHS England. The completion rate for this survey was 87 responses. These responses were quite unsatisfactory. (Appendix A)
- Patient survey carried out by practice June 2023 – 66 responses in 1 week. This showed an increase in patient satisfaction, but we feel we still require improvement. (Appendix B).
- What did we do in between these surveys to make improvements?
 - Installation of new telephone system
 - Employed more clinical staff. Advanced Care Practitioners. Physician Associates. Practice Nurses. Pharmacists. Pharmacy Technicians. Mental Health Practitioner. First Contact Physiotherapist.
 - Overhauled appointment system. More on the day urgent appointments. More routine prebookable appointments.
 - Increase administration staff to ensure speedy turnaround of work and patient co-ordination.
 - Increased administration staff training.
- Question – In your experience, why do you think patient satisfaction is not higher?
 - People do not tend to compliment but complain.
- Question – What can we do to improve patient satisfaction?
 - PPG to organise patient survey in house. Speak to patients face to face in the waiting room.

Item 7

CQC Update

- Further to CQC inspection 2022 we have made changes to our recall process. This is going very well, and we expect good results.

MINUTES LEES MEDICAL PRACTICE

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Item 8 What Next

- Digital Day (discuss name) at practice – engage with patients to help with online access.
- Flu – September/October start of flu clinics. Help with promotion.
- Carers – run campaign to identify carers.
- Idea to bring all of the above together and have a full day. Suggest contacting Age UK, Andy's Mans Club and local services to come to the practice to speak to patients during a flu vaccination day.
- Website promotion.

Item 9 PPG Member Issues Raised/Ideas

- Suggestion of calling local newspaper to cover event.

Item 10 AOB

- JR to book flu clinics and inform PPG of date for them to arrange attendance at event.

Item 11 Date of Next Meeting

8th August 2023 at 1300-1400