

Chair: Sands End Health Clinic, Managing Partner: Dr Jewels

Meeting Secretary: Sands End Health Clinic, Patient Experience Coordinator: Lais Lopes (LL)

Managers: Carla Facio, Joanna Cowper

Participants: RB, JK, RH, CW, LV, TO, ME, PM, AA, SR, HG, BM, ZS

Items for discussion	Summary of discussion and Action points
1. Introduction	<p>1.1 Lead Sands End Health Clinic GP, Dr Jewels (Chair) thanked everyone for attending this 2024 Practice Patient Group (PPG) meeting No1.</p> <p>1.2 Attendees comprised GP practice Lead (chair), 3 other practice personnel and 13 patients who responded to the practice wide invitation to attend. Each introduced themselves in turn.</p> <p>1.3 The PPG is a patient led group open to all patients.</p> <ul style="list-style-type: none"> Up to 2023 there were one or 2 PPG meetings per year but CQC have determined there should be 4 per calendar year from 2025. The last PPG was 2023/December. Today's is the first 2024 PPG and there will be one more in September. Each PPG will focus on one or 2 of the five CQC core areas: Safety; Effectiveness; Caring; Responsiveness; Well Led. Focus for today's 2024/PPG Meeting No 1 CQC is <u>SAFETY</u>. - Dr Caroline Jewels gave a brief introduction about CQC, talked about how patients are informed about any risks and how to keep themselves safe. The questions to reflect are: <ol style="list-style-type: none"> I feel safe and am supported to understand and manage any risks. I know what to do and whom I can contact when I realize that things might be at risk of going wrong or my health condition may be worsening. I have considerate support delivered by competent people. <p>Provided information regarding what training for the staff team happens during the recruitment process.</p>

	<p>Also as a training practice, all our GPs are trained to train and provide support. We take safeguarding for children and adults quite seriously and also provide training to meet confidentiality expectations accurately.</p> <ul style="list-style-type: none"> The PPG should be a patient led group with the agenda set by the group so future PPG meetings be Chaired by a patient starting with 2024 PPG No 2 provisionally scheduled for September. SR volunteered to chair the next meeting and help organise the agenda. Action Point: LL and SR to discuss 2024 PPG No2.- done <ul style="list-style-type: none"> The next meeting will cover CQC key point of Effectiveness. SR to organise the agenda and publish it on the newsletter. <p>Note: The LL/SR discussion held 22/05/24 and agreed the following:</p> <ol style="list-style-type: none"> 1.3.1 2024 PPG Meeting No 2 will be held w/c 16/09/24. and will be subject to 2 weeks' notice. 1.3.2 From time to time but at least quarterly the PPG Chair will produce a PPG Newsletter and/or Bulletin, the first will be w/c 15/07/24 and will include new PPG arrangements and PPG re-Launch. 1.3.3 2025 PPGs to be quarterly, January/April/June/October. Each will be subject to 2 weeks' notice.
<p>2. Overview</p>	<ol style="list-style-type: none"> 2.1 Sands End Health Clinic is in the NHS/South Fulham Primary Care Network (PCN) that includes 6 further GP practices. (https://southfulhampcn.org.uk/) 2.2 The independent Care Quality Commission (CQC) monitors quality and performance of all NHS bodies including GP practices. (https://www.cqc.org.uk/) 2.3 CQC monitoring is multifaceted and includes PPG reviews and its biannual Healthwatch survey of GP practice patients.

<p>3. Safety, inc Privacy and Dignity: All</p>	<p>PPG patients attending the meeting raised and discussed the following issues:</p> <p>3.1 Reception Privacy.</p> <ul style="list-style-type: none"> • More than one patient attendee suggested the need to improve audio arrangements because patients are sometimes having to disclose personal information to receptionists that can be overheard by other patients. • Chair said the glass screen could not be changed as it met required Security and Health & Safety requirements but agreed to buy and install suitable equipment as soon as it could be identified and asked the PPG for recommendations. <p style="padding-left: 40px;">Action Point: SR to pursue for PPG and update through PPG Newsletter and/or specific Bulletin and/or PPG meeting. - done</p> <ul style="list-style-type: none"> • Chair said that in the meantime, reception can use the CCTV room to deal with private topics at patient's requests. <p style="padding-left: 40px;">Action Point: LL to arrange appropriate reception signage for Reception Privacy conversations. - done</p> <p>3.2 Continuity of Care.</p> <ul style="list-style-type: none"> • Many patient attendees said they would they would like continuity of care and see their own doctor. • Chair explained that in order to maximise appointments it was necessary to operate the current 'shared' system. This is essential to cover circumstances such as last year when 5 GPs were on maternity leave and many locums clinics were necessary to maintain appointments available. Unfortunately, while seeing the same GP is preferable it isn't always possible. <p style="padding-left: 40px;">Action Point: LL to provide GP practice service overview for July PPG Newsletter for patient awareness.</p>
<p>4. Any Other Business</p>	<p>4.1 Patient Test Results Notification.</p>

- Many patient attendees said they would like to know when their test results are ready and asked if the practice could text them.
- Chair explained how samples are processed. Since different tests take varying times to process if a patient has multiple tests sending individual test notifications could cause confusion on behalf of the patient. That's why patients are advised to wait 7 working days and contact the practice.
- Chair also explained that if Tests results indicated urgent notification was required, this was already done.
- Patients can also view all their results and hospital letters on the Patient Knows Best.

Action Point: LL to include Patient Knows Best, 7 day and urgent results for July PPG Newsletter.

4.2 Reception Experience

- One of the patient attendees expressed disappointment with a recent Reception experience. He'd asked a question Reception didn't know the answer to and didn't try to find out the answer.
- LL apologised for this experience and speculated it may have been a new team member. LL said she would raise the matter with the team.

Action Point: LL to use this patient responsiveness experience for coaching at the next team meeting. - done

4.3 Notices on Reception Screen.

- One of the patient attendees said that the reception screen looks very busy with the posters. and

Action Point: LL to review the use of the Reception Screen as a noticeboard and ensure not distracting or confusing. - done

4.4 GP/Patient eye contact

- One of the patient attendees said that doctors don't always make eye contact during consultation and are mostly on the computer.
- Another patient explained that it's important to the respective patient and overall efficiency that ALL the

	<p>consultation details are immediately logged. the patients all consultation records are immediately logged.</p> <ul style="list-style-type: none"> • The patients agreed that it's needed for the GP to look at the screen during consultations. <p>4.4 Healthwatch Survey</p> <ul style="list-style-type: none"> • There is just one week notice of a CQC/Healthwatch survey and features patients who happen to use the Clinic on the day. • It was suggested PPG patients could also come in to help Healthwatch with their patient experience survey. <p>Action Point: LL to contact PPG when survey announced. - done</p> <p>4.5 PPG (Newsletter See also item 1.3.2)</p> <ul style="list-style-type: none"> • The meeting agreed that a PPG Newsletter would be very useful in both keeping patients apprised of Sands End Health Clinic services/service changes as well as notifications of events such as the PPG meetings. <p>Action Point: SR (the 2024 PPG No2 Chair) to coordinate PPG Newsletter production, first issue w/c July 2024 and to include items/Action points from this meeting at: 1.3.2; 3.1; 3.2; 4.1; 3.1- ongoing</p>
<p>5. Next PPG Meeting</p>	<p>5.1 2024 PPG Meeting No 2 will be held w/c 16/09/24. and will be subject to 2 weeks' notice.</p>