

Minutes of the Patient Participation Group (PPG) meeting held at Parkside Group Practice on Monday 9th July 2018

Attendees

David Astill
Kanagasabai Balachandran
Eric Clark
John Harvey
Patricia Jenkins
Julian Marcus
Sheila Thirkell
Alan Wiltshire
Dr R Muhundan
Becky Cook
Michelle Gavin

Apologies

Felicia Amoye
Diana Andrews
Purabi Lakhani
Andrew Mantle
Lynn Lucas
Dr R Muhundan

Welcome and Apologies

Minutes of last meeting and matters arising

John asked if Michelle had investigated Patient Access, as he was concerned that since the update, the medication page does not display the amount of tablets issued. Michelle said yes, she had looked at the new features and there were no major concerns. Patient Access is a nationwide system and the services offered are largely out of the control of the practice. John asked about patient messaging and the comments box; Alan asked about nurse appointments. Michelle suggested that we look at Patient Access together in more detail at our next meeting using a dummy patient.

Review of recent patient feedback/complaints

Friends & Family Test Results - patients are asked if they would recommend the practice to friends and family:

268 responses: 256 text messages, 1 via I want great care and 11 paper forms.

Extremely Likely - 205

Likely - 54

Neither Likely nor Unlikely - 5

Unlikely - 4

Extremely Unlikely - 0

Becky also shared several positive reviews from NHS choices and three complaints which have all been responded to and dealt with.

Purpose of Group

A long discussion took place surrounding the purpose of the group and how our PPG could serve our patients and the local community. It was decided that the group could hold health information/education events, with the focus on a particular topic each time. Ideas included: Asthma; Prostate Cancer; Rheumatism; Diabetes; Back pain. The group decided on Diabetes Awareness for the first event, as it is a condition that many of our patients suffer from and often goes undiagnosed.

Actions:

Eric: will try to engage a speaker and set a date; contact Croydon Council to see if any funding is available.

Becky: to contact a Dietician/Bromley Diabetic Team.

Julian: to contact St Augustine's Church Hall for availability.
Michelle: to advertise the event in the practice and on our website.

Pat said she would attend the PPG network meeting for ideas.

Becky reiterated that although members' personal experiences can prove useful, we should try to avoid bringing personal issues/complaints to our meetings.

Appointment System

Becky said the practice was aware of patient's frustration with the lack of access to routine appointments for doctors. The Partners have been researching other appointment systems and visiting other practices to see how they do things. One idea is to have only two weeks of bookable routine appointments available; with the bookable on the day appointments in the mornings and mainly routine advance bookable appointments in the afternoons. This shift in our system would need a lot of communication to our patients. Becky asked if this is something that PPG members could help with.

John asked if the practice has researched the negative impact of lack of continuity of care and does evidence show worsening of conditions.

It was suggested that PPG members could also help the practice by communicating to patients what they do and do not need to see a doctor for. For example, repeat prescription requests and ongoing medical certificate requests can be dealt with by reception staff

Patient Partner

Becky wants to initiate Patient Partner which is a system that allows patients to book, cancel, check or change appointments at any time, night or day using their telephone. This should improve telephone access for patients.

Terms of Reference (TOR)

The group's Terms of Reference have been updated to reflect the recent General Data Protection Regulations. Members were all in agreement of the change.

Recently Recruited Members

As part of PPG Awareness week, Julian and Pat recruited some new members to our group/virtual group. Bala kindly offered to respond to those interested.

AOB

Badges: Julian offered to create some badges/lanyards for the PPG members so we can be more easily recognised when speaking to patients in the waiting room

Meeting closed at 2.20

Date of next meeting: Monday 3rd September 2018 at 1pm