



PATIENT PARTICIPATION GROUP MEETING

Friday, 15th April 2019, 1.30-2.30pm

Location: Shrewsbury Road Surgery, Room 5

AGENDA

	Item	Presenter	Time
1	Welcome	Mira Rajan	1:30 – 1:31
2	Introduction/Apologies	Mira Rajan	1:31 – 1:33
3	Last meeting minutes	Shivani Rambaran	1:33– 1:35
4	CQC	Mira Rajan	1:35-:1.40
5	New Telephone system, online consultation and video consultation	Mira Rajan	1:40 – 1:55
6	Addition of NHS 111/Ambulance/A&E appointments	Mira Rajan	1:55 – 2:00
7	Change in Dr N Navaneetharaja's clinic schedule	Mira Rajan Dr N Navaneetharaja	2:00 – 2:05
8	Ramadan Workshop	Mira Rajan	2:05 - 2:10
9	Discussing personal issues in PPG meetings	Mira Rajan	2:10 - 2:15
10	Email Confirmation	PPG Members	2:15 – 2:25
11	AOB	Practice Team PPG Members	2:25 – 2.30
12	Next Meeting: 19th July 2019		



Patient Participation Group

Minutes of the meeting

15.04.19

Shrewsbury Road Surgery – Room 5

Member Attendees:

Mira Rajan - Practice Manager (MR), Shivani Rambaran – Medical Receptionist/PPG Champion (SR)

(PPG Members) Mr P Tanna – PPG Chair (PT) Mr S Sajjan SS, (PPG member), Mrs P Rowe (PR), Mrs Shilpa Patel (SP), Ms B Tippett (BT), Mr J Karir (JK), Mrs I Chohan (IC)

Apologies: Dr N Navaneetharaja (NN), Dr A Bhasi (AB), Dr S Hussain (SH), Mr K Phull (KP), Mrs J Chakravarty (JC)

No comments: Mrs B Barclay (BB), Mr E Bekoe (EB)

Note taker : Shivani Rambaran – Medical Receptionist/PPG Champion (SR)

1, 2	Welcomes and Apologies
	<ul style="list-style-type: none"> ● MR welcomed all to the meeting and gave apologies for rest of PPG members, NN, AB and SH
3	Last meeting minutes
	<p>a) Minutes of meeting 18th January 2019</p> <ol style="list-style-type: none"> 1. CQC 2. Talk By Mr James Skinner – Qualified nurse and works for the charity Medact 3. Complaints/Suggestion/Patient Feedback 4. Fundraising for Jo’s Cervical Cancer Trust 5. Email Confirmation <p><i>For more information, please request SR for full PPG meeting’s minutes.</i></p>
4	CQC
	<ul style="list-style-type: none"> ● MR informed that the surgery has received an overall “Good” CQC rating and the full results have been published on the surgery’s website and reception waiting area ● SP informed that she has spoken to the CCG and given her feedback about the surgery to them



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New Telephone system, online consultation and video consultation

TELEPHONE SYSTEM:

- MR informed that the surgery will be implementing a new telephone system roughly on 01.01.19, based on suggestions from patient survey and the CQC
 - MR informed that the new telephone line will be a 0300 number
- MR also informed that there will be new messages in the telephone system to better guide patients on how to access the surgery's services
- MR requested the PPG to listen to the messages in the new telephone system to see if it suits their needs as patients
 - MR advised that the telephone system is currently on beta mode and needs further testing before it is launched
- BT and PR pointed out that they feel the telephone system has already been improved a lot
- MR informed that other patients still feel that the telephone system needs to be improved
 - MR reassured that the new telephone system can be reviewed in 3, 6 and 9 months, and the surgery can still go back to the current telephone system based on feedback
- SS enquired whether other surgeries have the same system as our surgery is looking to adopt
- MR confirmed that other surgeries have already adopted the new system, under CQC recommendation
- PR enquired how the telephone appointment system would work, and whether there will be long waiting times, as in her partner's surgery
- MR explained that each doctor has one telephone appointment slot per session, for patient aged below 5yo or above 65yo, whereby the doctor will call back so the patient is not waiting on the phone to speak to a doctor

ONLINE CONSULTATION:

- MR informed PPG that the surgery has launched a new service - online consultation - to help patients access medical advice online without having to see the doctor
 - SR demonstrated on the computer how a patient can access the online consultation options on the practice website and fill in the query form that is then given to one of our doctors
- MR informed that the online consultation service is being promoted on the practice website, in the reception waiting area, and also showed step-by-step cards which will be given to patients at the reception
 - IC enquired whether elderly patients will be able to access the online consultation service
 - MR informed that, according to the surgery's statistics, about 80% of our patients are using our online services, a lot of which are elderly patients
- PR enquired whether there would be other options available to contact the surgery in case patients are not able to access the online consultation service
- MR reassured that telephone system will still be in place for patients unable to use online consultations



	<p>VIDEO CONSULTATION:</p> <ul style="list-style-type: none"> MR informed that the surgery will be introducing video consultations in the near future, which would be used, for example, for inhaler use demonstrations
6	<p>Addition of NHS 111/Ambulance/A&E appointments</p> <ul style="list-style-type: none"> MR informed that the surgery, under new CCG guidelines, is providing 1 appointment slot per 3000 patients for emergencies, such as NHS 111, Ambulance or A&E calls MR informed that each doctor will have one such appointment slot in their evening sessions
7	<p>Change in Dr N Navaneetharaja's clinic schedule</p> <ul style="list-style-type: none"> MR informed that NN's schedule has been changed, and NN will be teaching for the first half of the year, and will be seeing patients in the second half of the year
8	<p>Ramadan Workshop</p> <ul style="list-style-type: none"> PPG members agreed to host the annual Ramadan Diabetic workshop on 29.04.19 between 11am - 12am <ul style="list-style-type: none"> MR suggested SP to take part as the Diabetes champion IC agreed to host the workshop between 11am-12am SP and PT agreed to host the workshop between 10am - 11am SR will contact other PPG members to see if they could host as well MR informed that NN would not be able to take part in this year's workshop, but AB and Nurse Fatima may be able to come for the workshop
9	<p>Discussing personal issues in PPG meetings</p> <ul style="list-style-type: none"> MR informed that all personal issues should not be spoken in the PPG meeting but should instead be directed to MR privately PR clarified that the personal issue can be used as a way of illustration
10	<p>Email Confirmation</p> <ul style="list-style-type: none"> All PPG members confirmed their email addresses to facilitate PPG communication
11	<p>AOB</p> <ul style="list-style-type: none"> MR informed PPG members of low attendance in PPG workshops organised by CCG BT requested for surgery to send emails regarding upcoming events so all PPG members are informed BT informed that she is a member of 38 Degrees, who help people looking to appeal if their benefits (such as family credit) are rejected. BT informed that the government is writing to GPs to stop issuing sick notes for certain patients if their benefits have been rejected, and enquired whether our doctors have stopped issuing sick note for certain patients



	<ul style="list-style-type: none"> ● MR reassured that the doctors in the our surgery have not stopped issuing sick notes and were not contacted by the government to do so ● PT informed that social workers can help with filling in forms to appeal if PIP or JSA is rejected ● SP informed that she has been told by the CCG that Moorfields hospital is closing and relocating to Thomas&Guy <ul style="list-style-type: none"> ● SP also informed that the CCG is encouraging patients to try physical activity instead of painkillers through social prescription <ul style="list-style-type: none"> ● SP announced that she will be joining the CCG as from 02.05.19 ● BT enquired whether anyone else is having issues with the Patient Access platform, such as access to medical records and prescription comments ● MR informed that face to face patient access help is available for all patients at the reception, a form needs to be filled in separately for data access, and the clinical pharmacist, Abdul, reviews medications <ul style="list-style-type: none"> ● PR enquired whether Abdul works at the surgery ● MR confirmed that Abdul is part of the surgery staff and informed the days that he works ● BT enquired that her prescriptions were changed but she was not informed why <ul style="list-style-type: none"> ● MR informed that Abdul will contact her based on his patient list ● BT pointed out that Abdul should advise about the prescriptions before it is changed ● SS enquired whether the surgery could put a list of all doctors who are currently on annual leave on the practice website for patient information ● MR informed that due to doctors' confidentiality, the surgery would be unable to publish that data on the website <ul style="list-style-type: none"> ● PR enquired whether the surgery currently adopts a "family doctor" system <ul style="list-style-type: none"> ● MR informed that that system has been abolished ● PR pointed out that if patients have to see different doctors each time against their choice, it could lead to complaints, and there are some issues over how certain doctors treat patients ● PT pointed out that there is a lack of doctors in Newham and even the council does not give patients choice over which social worker they would prefer to see ● BT pointed out that if a patient has an emergency, they would see any doctor, and the patient has the choice to write a review about their experience with any doctor <ul style="list-style-type: none"> ● PR enquired what is done by the surgery with the doctor reviews ● MR explained that the surgery reads all reviews and appropriate measures are taken to remedy the problem, such as staff training. ● MR explained that complaints were received about waiting times in the past, and the surgery decided to put a board in the reception so all patients can see if their doctor is running late
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	<ul style="list-style-type: none">● MR also pointed out that patients can choose which doctor they want to see through online booking and pre-bookable appointment line
	Next Meeting: Provisionally book in July 19th 2019