



# PATIENT PARTICIPATION GROUP MEETING

Friday, 6<sup>th</sup> April 2018, 1.30-2.30pm

Location: Shrewsbury Road Surgery, Room 5

## AGENDA

	Item	Presenter	Time
1	Welcome	Mira Rajan Practice Manager	1:30 – 1:31
2	Introduction/Apologies /New Members New role - Secretary Ground Rules	Mr Tanna (President)	1:31 – 1:33
3	Last meeting minutes	Mira Rajan	1.33– 1.35
4	Talk	Rashida Ali Carers Health Outreach Worker Newham Carers Network	1.35- 1.45
5	Brief on practice Team Senior Partner Retired New GPs New Staff – DPM/PN/Admin Medical Assts	Mira Rajan	1:45 – 1:50
6	Complaints/Suggestion/Patient Feedback	Mr P Tanna & Mira Rajan	1:50 – 2:00
7	Practice Update – New Telephone System Care Navigators Online registration	Mira Rajan	2:00 – 2:05
8	Open Day Discussion <ul style="list-style-type: none"> <li>- Diabetes</li> <li>- Obesity Management</li> <li>- Carers</li> <li>- Any other</li> </ul>	PPG Members	2:05 – 2:20
9	AOB	Practice Team PPG Members	2:20 – 2.30
10	<b>Next Meeting: 6<sup>th</sup> July 2018</b>		



## Patient Participation Group

### Minutes of the meeting

06.04.2018

### Shrewsbury Road Surgery – Room 5

#### **Member Attendees:**

Dr N Navaneetharaja (NN), Mira Rajan – Practice Manager (MR) Arwinder Jabbal – Senior Receptionist/Carers' Champion (AJ)

(PPG Members) Mr P Tanna – PPG Chair (PT) Mr S Sajjan SS, (PPG member) Mrs Pauline Rowe, Mr Kuldip, Mrs Chohan, Eddyana, Shilpa

Apologies: Mr Bekoe, Mrs Bernice Barclay, Jaya Chakravarty, Mr Karir, Ms B Tippett

Note taker : Mira Rajan (Practice Manager)

<b>1.</b>	<b>Welcomes and Apologies</b>	
	<ul style="list-style-type: none"> <li>The Chair welcomed all to the meeting</li> </ul> <p>MR gave apologies for:</p> <ul style="list-style-type: none"> <li>Rest of the PPG members &amp; Dr Bhasi, Dr Girija (Not working) Dr C Sunanth</li> </ul> <p>MR mentioned Ms E Danso will consider standing as Secretary 05. as 01.18</p> <ul style="list-style-type: none"> <li>Ms E Danso apologised that she is unable to take up as she is busy with her work commitments.</li> <li>No members came forward therefore this post is paused at present</li> </ul>	
<b>2</b>	<p>Ground Rules by the Chair – Mentioned that a copy of the ground rules is given to the members. In summary the following were reminded.</p> <ul style="list-style-type: none"> <li>Group should not be seen as a complaint platform</li> <li>As per the patient Confidentiality (Signed by all the PPG members) no personal issues should be discussed</li> <li>Everyone's views must be listened to and respected</li> <li>No discrimination will be tolerated</li> </ul>	
<b>3</b>	<b>Minutes January Meeting and Action log - MR</b>	
	<p>a) Minutes of meeting 5<sup>th</sup> January 2018</p> <p><b>Action log and agreed by the Group</b></p> <ol style="list-style-type: none"> <li>Open Day – As this is an item for today's agenda – will be discussed in today's meeting.</li> <li>PPG Members have agreed to encourage the patients to provide Patients Feedback on our Practice Surveys &amp; FFT</li> <li>Shilpa Patel agreed to take minutes from next meeting onwards.</li> </ol>	
<b>4</b>	<b>Talk By Rashida Ali – Carers Health Outreach Worker, Newham Carers Network</b>	
	<ul style="list-style-type: none"> <li>Rashida briefed Newham Carers Network – Support for the carers via GPs.</li> <li>Leaflets and information pack copies were given to the Team. She encouraged GPs to signpost carers to her team for further support of Health Check, benefit support &amp; Carers assessment etc. Criteria is flagged up by Rashida.</li> </ul>	



<p>5</p>	<p><b>Brief on current Issues on Practice – Changes in Practice Team from April 2018</b></p> <ul style="list-style-type: none"> <li>• Dr NN&amp; MR updated the changes in the Practice Team from April 2018</li> <li>- Senior Partner – Dr Sri Ganeshan retired</li> <li>- Dr Shahid &amp; Dr Hussain have joined the surgery on a permanent position</li> <li>- Other Partners have reduced their sessions from 9</li> <li>- Deputy Practice Manager is appointed</li> <li>- A new nurse will be appointed soon for Veronica is retiring End of April 18</li> <li>- Chronic Disease Patients will be reviewed by a new Practice Nurse – Fatima</li> <li>- Dr NN mentioned that two staff members have been trained to be Medical Assistants to support GPs on hospital letters. Funded by Newham CCG.</li> <li>• Mr Kuldip mentioned to appoint a Punjabi speaking Clinicians as he felt that the Punjabi speaking patients are struggling to communicate with the existing clinicians.</li> <li>- MR mentioned that the practice is appointing a Punjabi speaking GP (Full time) from May 18.</li> <li>- Also MR mentioned that the practice can arrange an interpreter via Language Shop</li> </ul>	
<p>4.</p>	<p><b>Complaints/Suggestions/Patient Feedback</b></p>	
	<ul style="list-style-type: none"> <li>• No complaints or suggestions received from the PPG members</li> <li>• MR mentioned that a patient came to complain that he is not happy that the medical receptionist asking for the reason seeing the clinicians.</li> <li>- PR suggested that the staff although they are trained for care navigation, staff should be trained as how to ask the reason from patients. She advised that patient may not want to disclose their problem with the staff , but in order to make an appropriate appointment with the appropriate clinicians, staff should be trained to ask as ‘ if you don’t mind may I ask what the medical problem is, as this will help me to book an appointment with the appropriate clinicians’</li> <li>- Also members suggested to display a notice in the waiting area</li> <li>- Ms ED suggested to put up the staff role and duties in the waiting area.</li> </ul> <p><b>Action: MR to discuss in the Staff Meeting &amp; display a notice in the waiting area</b> Partially completed</p> <ul style="list-style-type: none"> <li>• MR mentioned that patients are complaining of telephone access only with regards to the GP appointments, as practice has two lines open from 8.00am to 10.00am &amp; 2.00pm to 4.00pm. Patients are still ringing to get telephone appointments although they have online access. These two lines are constantly engaged for 1<sup>st</sup> half an hour and patients are unhappy about that they can’t get through to the practice to make GP appointments. Another two lines are open from 9.00am to 6.00pm for general queries, pre-bookable appointments upto four weeks &amp; other appointments. Patients do not complain about these lines as these are easy to get through. MR mentioned that the practice is looking at different phone systems. Practice came to know recently from another practice who were under Trust, similar to our system, have come off from the trust’s telephone system and installed new system, Practice is seeking an external consultant’s support to work on the new telephone system</li> </ul> <p><b>Action: MR will update the PPG of the new system</b></p>	<p>MR</p> <p>MR</p>
<p>5.</p>	<p><b>Practice News</b></p>	



	<ul style="list-style-type: none"> <li>• Installing new telephone system as above</li> <li>• Practice staff have been trained as Care Navigators</li> <li>• MR advised the PPG members regarding the percentage of online access registration as 66%. SS mentioned that all the patients should be encouraged to use online access.</li> <li>• Mr PT mentioned that the patients who are unable to get a GP appointment during the surgery hours they are signposted to Newham &amp; Days a Week access Services run by Newham Collaborative Network. These appointments are given at four local hubs. MR agreed and also advised that our patients are encouraged to use this service and avoid A&amp;E attendance. Information leaflet was given to the group.</li> <li>• Mr PT mentioned that the Health Watch recently took survey from the practice and found out that the practices in Newham are struggling to provide the appointment and telephone access.</li> </ul> <p style="color: red;">Action: MR to share a copy of the survey taken by the Health Watch during December 2017.- Completed</p>	MR
<b>6.</b>	<b>Open Day</b>	
	<ul style="list-style-type: none"> <li>• Group has decided to have the Open Day – 20<sup>th</sup> June 2018</li> <li>• ED suggested to have different workshops on PPG Open Day Eg: Diabetes &amp; Obesity &amp; Carers Network etc.</li> </ul> <p style="color: red;">Action: Meeting to be arranged by end of May for the open day &amp; workshops.</p>	MR
<b>7.</b>	<b>AOB</b>	
	<ul style="list-style-type: none"> <li>• Mr PT advised that the Telehealth management is been changed, patients will still get the support by the new management. (Phillip company)</li> </ul>	
	<b>Next Meeting: Provisionally book in July 18</b>	