



# PATIENT PARTICIPATION GROUP MEETING

Friday, 18<sup>th</sup> October 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 Shivani Rambaran	1:31 – 1:32
3	Last meeting minutes	Shivani Rambaran	1:32– 1:35
4	Flu vaccination season	Mira Rajan Shivani Rambaran	1:35- 1:45
5	Daffodil standard practice	Mira Rajan	1:45 – 1:50
6	Among top ten NHS check uptake practices	Mira Rajan	1:50 – 1:55
7	Medical students teaching sessions	Mira Rajan Dr Navan	1:55 – 2:00
8	Medical research practice	Mira Rajan Dr Navan	2:00 - 2:10
9	DWP sessions for patients going back to work after taking a sick leave	Mira Rajan	2:10 - 2:15
10	"Management in Practice" event - online consultations	Mira Rajan	2:15 - 2:20
11	A0B		2:20 - 2:30
11	<b>Next Meeting: 17<sup>th</sup> January 2019</b>		



## Patient Participation Group

### Minutes of the meeting

**18.10.19**

### Shrewsbury Road Surgery – Room 5

**Member Attendees:**

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

(PPG Members) Mr S Sajjan (SS), Mrs P Rowe (PR), Mr K Phull (KP), Mrs J Chakravarty (JC), Mrs I Chohan (IC), Mrs B Barclay (BB)

Guest: Jenny Kiza (JK) - Patient & Public engagement manager from Newham CCG (email: [jennifer.keiza@nhs.net](mailto:jennifer.keiza@nhs.net) and tel. number: 0203 816 3860)

Apologies: Mr P Tanna – PPG Chair (PT), Ms E Danso (ED), Mr Nirmal Lotay (NL), Mrs Shilpa Patel (SP), Mr E Bekoe (EB), Mr J Karir (JK), Ms B Tippett (BT)

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

<b>1, 2</b>	<b>Welcomes and Apologies</b>
	<ul style="list-style-type: none"> <li>● MR welcomed all to the meeting and gave apologies for rest of PPG members.</li> </ul>
<b>3</b>	<b>Last meeting minutes</b>
	<p>Minutes of meeting 19<sup>th</sup> July 2019</p> <ol style="list-style-type: none"> <li>1. New Telephone system, telephone message, online and video consultation</li> <li>2. National GP survey</li> <li>3. Mental health workshop and Ramadan workshop</li> <li>4. PPG Network meeting</li> <li>5. Group activity</li> <li>6. Email confirmation and AOB</li> </ol> <p style="text-align: right;"><i>For more information, please visit:</i></p> <p style="text-align: center;"><a href="https://www.shrewsburyroadsurgery.co.uk/pages/Patient-Participation-Group">https://www.shrewsburyroadsurgery.co.uk/pages/Patient-Participation-Group</a></p>
<b>4</b>	<b>Flu vaccination season</b>
	<ul style="list-style-type: none"> <li>● MR informed that surgery had a flu clinic last Saturday</li> <li>● MR elaborated that the clinic was postponed from the first to the second week due to manufacturing delays of a new flu vaccination from Sanofi</li> <li>● MR announced that the flu clinic will be held on the first week of the month next year and the surgery will inform the PPG members in advance next time to promote the clinic among our patients</li> <li>● MR explained that the practice provides two vaccinations as recommended by the NHS, namely one for under 65yo patients and another one for over 65yo. Flu nasal sprays are also provided depending on age group</li> <li>● MR informed that the flu invites are being sent via SMS and 1,500 patients have been contacted so far</li> <li>● PR enquired about the arrangements made by the practice for patients who have</li> </ul>



	<p>missed the Saturday clinic. MR confirmed that the practice will still be offering additional clinics for patients who have missed the Saturday clinic</p> <ul style="list-style-type: none"> <li>● MR also confirmed that shingles vaccinations are also being offered, on KP's enquiry</li> </ul>
<b>5</b>	<b>Daffodil standard practice</b>
	<ul style="list-style-type: none"> <li>● MR informed that the practice is now a Daffodil standard practice and Dr Girija P. is the lead for end of life (EOL) patients</li> <li>● MR informed that more information is available to support patients and the practice on the Daffodil website</li> <li>● As part of the quality improvement programme for EOL patients, MR informed that the practice offers a resuscitation programme (DNR) and the care plan is discussed with the patient and their family members, which is inputted on the National spine</li> <li>● On PR's request, MR elaborated that the National spine is a cloud-based platform where the patient's records can be accessed by all healthcare teams</li> <li>● PR clarified that healthcare teams do not get automatic access unless the patient gives consent. MR added that the national spine is open to all patients but they need to give consent first</li> </ul>
<b>6</b>	<b>Among top ten NHS check uptake practices</b>
	<ul style="list-style-type: none"> <li>● MR explained what NHS checks, Chlamydia urine test and HIV mouth swab tests are conducted by the practice and informed that our practice has among the highest patient participation percentage in the local borough</li> <li>● On PR'S enquiry, MR explained that all results are provided confidentially to the patient directly and cannot be accessed by family members</li> </ul>
<b>7</b>	<b>Medical students teaching sessions</b>
	<ul style="list-style-type: none"> <li>● SR explained about Dr Navan's teach schedule for medical student, conducted every Thursday.</li> <li>● SR also informed that the practice provides work experience opportunities for Year 9 and 10 school students</li> </ul>
<b>8</b>	<b>Medical research practice</b>
	<ul style="list-style-type: none"> <li>● MR informed that the practice is participating in a study in collaboration with UCLH about lung health, particularly smokers, patients suffering from chest infections and those who have had safety netting in the past</li> <li>● SR elaborated that the name and address are solely shared during the study, with patient's consent</li> <li>● MR informed that last year the practice was part of a research concerning South Asian women suffering from postnatal depression, during which patients were called from the practice to speak to the researchers</li> <li>● PR enquired why only South Asian women were included in the study, as she knows of other people from other communities who could have benefitted from the study, to which MR explained that the study was focused mainly on the South Asian community as the latter are known to hide depression as part of the culture</li> <li>● Only PR's enquiry, MR informed that various services are available for other patients, such as self-referral to Newham Talking Therapies (a contact number is available) and interpreter services can be provided for the appointment</li> </ul>
<b>9</b>	<b>DWP sessions for patients going back to work after taking a sick leave</b>



	<ul style="list-style-type: none"> <li>● MR informed that the practice can now refer patients who are on a sick leave for a long-term sickness to the job centre to support the patients to go back to work</li> <li>● MR informed that two members from the job centre are doing a clinic in the practice, the first one being yesterday</li> <li>● On SP's enquiry, MR confirmed that Star Lane Medical Practice may also be hosting DWP sessions</li> <li>● PR enquired why the job centre need to come to book patients if the GPs with their clinical judgement deem patients unable to work</li> <li>● MR explained that this initiative is solely for patient who want to go back to work, and the representatives from the job centre do not discuss benefits</li> <li>● On PR's enquiry, MR confirmed that the DWP cannot access patient's medical records</li> </ul>
<b>10</b>	<b>"Management in Practice" event - online consultations</b>
	<ul style="list-style-type: none"> <li>● MR informed that she was a speaker at the "Management in Practice" event hosted in London and Manchester, which was a national platform for healthcare leaders and thinkers to share ideas on the future of the NHS</li> <li>● MR elaborated that she spoke about the unprecedented success achieved by the practice in improving patient services via online consultations</li> <li>● On PR's enquiry, MR informed that 20% of online consultations are asked to call to book an appointment</li> </ul>
<b>11</b>	<b>AOB</b>
	<ul style="list-style-type: none"> <li>● JK came to the PPG meeting during the AOB</li> <li>● JK informed of the upcoming PPG training meetings happening as part of the PPG network within the local borough and requested all PPG members to join</li> <li>● JK handed the practice's patient age profile and suggested for the PPG to encourage more patients between 30yo - 40yo to join the group, for example, stay-at-home mothers</li> <li>● JK informed that a pilot project is in place to map local assets in the borough which a few practices have been pre-selected to take part in.</li> <li>● JK also handed the GP national survey of Shrewsbury Road Surgery for 2019 to the PPG members, which MR clarified was already discussed in previous PPG meetings.</li> <li>● Survey was reviewed again and the PPG members and JK are pleased with the results. Action points were discussed again for the fall in percentage indicators.</li> <li>● PPG members suggested to create another short survey for the indicators that the practice was on below average of CCG and the national averages.</li> <li>● JK informed that funding is available from the council via the "Let's Get the Party Started" initiative which PPG members could use to plan events, such as a coffee morning, with grants given as high as £250. The PPG provisionally agreed to host the coffee morning on 15.11.19 as from 9am. SP volunteered to speak to other practices to see how they are organising their coffee mornings. PR is unable to fill the funding form but has consented for the practice to fill it on her behalf</li> </ul>
<b>12</b>	<b>Next Meeting: Provisionally book in January 13<sup>th</sup> 2020</b>