



# PATIENT PARTICIPATION GROUP MEETING

Monday, 19<sup>th</sup> July 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 and New PPG member	Mira Rajan	1:31 – 1:35
3	Last meeting minutes	Shivani Rambaran	1:35– 1:38
4	New Telephone system and Telephone Message	Mira Rajan	1:38-:1.50
5	Online consultation and video consultation	Mira Rajan	1:50 – 2:05
6	National GP Survey	Mira Rajan	2:05 – 2:10
7	Mental Health Workshop and Ramadan Workshop	Mira Rajan Shivani Rambaran	2:10 – 2:05
8	PPG Network Meeting	Shivani Rambaran	2:05 - 2:15
9	Group Activity	Shivani Rambaran	2:15 - 2:20
10	Email Confirmation and AOB	Practice Team PPG Members	2:20 – 2:30
11	<b>Next Meeting: 18<sup>th</sup> October 2019</b>		



## Patient Participation Group

### Minutes of the meeting

19.07.19

### 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 P Tanna – PPG Chair (PT), Mr S Sajjan (SS), Mrs P Rowe (PR), Ms E Danso (ED), Mr Nirmal Lotay (NL)

Apologies: Mr K Phull (KP), Mrs J Chakravarty (JC), Mrs Shilpa Patel (SP), Mr E Bekoe (EB), Mr J Karir (JK), Mrs I Chohan (IC), Ms B Tippett (BT), Mrs B Barclay (BB)

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> <li>● MR welcomed our new PPG member, NL, who works in the IT sector as a project manager for a satellite company and is passionate about the quality of service provided at our surgery.</li> <li>● PT recapped the PPG guidelines and overall goals.</li> </ul>
<b>3</b>	<b>Last meeting minutes</b>
	<p>Minutes of meeting 15<sup>th</sup> April 2019</p> <ol style="list-style-type: none"> <li>1. CQC</li> <li>2. New Telephone system, online and video consultation</li> <li>3. GP Patient National Survey 2019</li> <li>4. Addition of NHS 111/Ambulance/A&amp;E appointments</li> <li>5. Change in NN clinic schedule</li> <li>6. Ramadan workshop</li> <li>7. Discussing personal issues in PPG meetings</li> <li>8. Email confirmation</li> </ol> <p style="text-align: center;"><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>New Telephone system and Telephone Message</b>
	<ul style="list-style-type: none"> <li>● NL pointed out that the PPG letterhead was not changed to reflect the new telephone contact number. MR thanked NL for pointing this out, and the letterhead will be appropriately amended.</li> <li>● MR informed that the new telephone system features a welcome message which promotes the different services provided by the surgery.</li> <li>● MR clarified that there are separate numbers for the Minor Surgery department, the practice manager, and vulnerable patients.</li> <li>● SS enquired whether the surgery continues to provide walk-in services. MR informed that the surgery no longer provides walk-in services. ED felt uncomfortable that walk-in services were not available. MR clarified that, although same-day appointments are not provided on walk-in, patients can still pre book an appointment (including extended hours appointments) in advance at the reception desk.</li> </ul>
<b>5</b>	<b>Online consultation and video consultation</b>
	<ul style="list-style-type: none"> <li>● NL enquired about the user experience for patients who are not IT savvy. MR informed that online appointments for those patients are often booked by children or proxy users.</li> <li>● NL enquired whether there were patient awareness videos or media content in circulation to inform patients of the online and video consultation services. MR confirmed videos and media content are being used to promote both services.</li> <li>● PR enquired how the clinicians would take blood pressure pulse over video consultations. MR clarified that the video consultations would be primarily used to show asthma inhaler techniques or for certain medication or clinical letter reviews. SR informed that there was a BP machine at the reception waiting area where the patient could check their BP and report it to the reception desk, which could then be forwarded to a clinician if needed.</li> </ul>
<b>6</b>	<b>National GP Survey</b>
	<ul style="list-style-type: none"> <li>● MR informed that the national GP survey results were published on 09/07/19. MR pointed out that the surveys received were significantly small compared to the practice's patient population.</li> <li>● MR reported that the surgery's overall percentage was above CCG average, and three domains were highlighted in the survey that the surgery could improve on: 1. Telephone system and 2. Choice of Doctors 3. Staff could have been helpful</li> <li>● MR informed that, according to the National GP survey, some patients are struggling with the telephone lines. MR also informed that this is common among the majority of surgeries in the borough.</li> </ul>



	<ul style="list-style-type: none"> <li>● MR informed that, due to the Doctors' working schedule, patients may not be able to see their preferred Doctor on a convenient day for them. However, the practice has introduced a range of ways for patients to choose their Doctors. Our patients also enjoy the added benefit that most of our Doctors are multilingual.</li> <li>● ED enquired whether the practice has any Doctors who can speak European languages. MR informed that, for patients speaking European languages or BSL, interpreters are arranged free of cost for the patient.</li> <li>● PR enquired about the guidelines for interpreting and whether family members could interpret for the patient. CS informed that it is not recommended for family members to interpret, however this cannot be strictly followed.</li> <li>● MR informed that, according to the GP national survey, patients felt that the receptionists could improve on customer skills. In light of this, the practice have organised additional conflict resolution and communication skills training for all receptionists.</li> <li>● ED encouraged receptionists to be visible at the reception area, while PR requested for receptionists to inform the patient what they are doing.</li> <li>● PT reported that, referring to his concern regarding long queues in the previous PPG meeting, he has seen improvements, such as other staff members not come to help to reduce the queue if it is long.</li> <li>● ED also encouraged receptionists to be given a laptop so they can be mobile. In line with this thought, PT also encouraged receptionist to be given tablets.</li> <li>● MR informed those receptionists are encouraging patients to use online consultations and services to reduce queue lines in the waiting area.</li> <li>● CS proposed having a bell at the reception desk, as the receptionists would not leave the desk if they knew that patients were waiting for them.</li> </ul>
<b>7</b>	<b>Mental Health Workshop and Ramadan Workshop</b>
	<ul style="list-style-type: none"> <li>● SR informed that both workshops were a success and we were pleasantly surprised that the amount of patients that attended, particularly the mental health workshop.</li> <li>● SR apologised for not inviting the PPG members for the mental health workshop due to human error and limited time to plan for the workshop.</li> </ul>



<b>8</b>	<b>PPG Network Meeting</b>
	<ul style="list-style-type: none"> <li>● SR reported to PPG members that the borough has been organising a PPG network, so PPGs in the area to meet, share resources and plan ways to increase participation in PPGs.</li> <li>● NL informed that he was part of the PPG network steering committee.</li> <li>● PT informed that he had recently attended the Learning Disability group, to lobby for changes to help patients with learning disability.</li> <li>● PT also informed that PPG network was organising an incontinence group next week Tuesday and invited patients affected by incontinence to attend the event.</li> </ul>
<b>9</b>	<b>Group Activity</b>
	<ul style="list-style-type: none"> <li>● SR suggested having a group activity for team building.</li> <li>● NL suggesting meeting twice a year for team building, to cater for different communication styles and improve social contact within the PPG group.</li> <li>● MR noted that a neighbouring practice did a fun day and maybe the PPG group could do something similar to raise funds for a cause.</li> <li>● ED noted that the NHS 70 year anniversary organised last year by the East Ham Care Centre was good, and perhaps the PPG group could go to the seaside once a year.</li> <li>● PT requested for all PPG members to support and cooperate with SR in PPG activities for the PPG to grow.</li> </ul>
<b>10</b>	<b>Email Confirmation and AOB</b>
	<ul style="list-style-type: none"> <li>● SR requested for all PPG members to provide their email address.</li> <li>● PR suggested scheduling the PPG meetings around 4pm. Other PPG members agreed a change in time for the PPG meetings would be ideal. MR will look into alternative timings for the PPG meetings during the winter season.</li> <li>● SS enquired whether the surgery still provides Saturday appointments. MR clarified that the surgery now provides a doctor's extended hours clinic only one Saturday every 3 weeks.</li> <li>● MR informed that the surgery cannot close the patient list, and have tried to speak to the NHS England regarding the low number of clinician's rooms.</li> <li>● SS enquired about the surgery's procedure for removing out of area patients, particularly patients from Redbridge. MR informed that the surgery used to</li> </ul>



	<p>accept patients from Redbridge in the past, but has recently stopped after changes to the acceptable patient area were made. MR also informed that both the surgery and the NHS England routinely clean the patient list and are in the process of removing all Redbridge patients from the patient list.</p> <ul style="list-style-type: none"> <li>● NL enquired whether we hold a Telehealth register. MR confirmed that the surgery does have a Telehealth register which is discussed in the MDT meeting every 2 weeks.</li> <li>● NL enquired whether the practice has the demographic percentages within the patient list. MR informed that this can be searched on the system and is reviewed annually.</li> <li>● NL enquired about the quality of data collected, and that there should be an action plan based on patient demographics, as limited resources can service the right patients.</li> <li>● ED enquired whether there were specific care arrangements for patients affected by ethnicity.</li> <li>● PT informed that funding was available based on patient's needs, for example, disability needs.</li> <li>● SS enquired whether there were any vacancies for Doctors or Nurses in the surgery. CS informed that there are currently no vacancies for Doctors and the practice has been recruiting more nurses.</li> <li>● NL enquired about patient communications currently being used by the practice. SR informed that a range of communication media were being used such as newsletters, the surgery website, leaflets, etc. and requested for all PPG members to promote these to patients.</li> </ul>
11	<b>Next Meeting: Provisionally book in October 18<sup>th</sup> 2019</b>