

PPG Group Meeting Open Day Planning Meeting & GP Patient Survey Analysis

Present:	PPG members	Practice Staff
	P Rowe	Dr G Purushothaman
	S Sajjan	Dr C Sunanth
	E Danso	M Rajan
	T Prabhudas	S Rambaran
	S Patel	
	B Barclay	
Guest:	Cherry Salmon (Intelligent Health) – Intelligent Health works in collaboration with Newham CCG to support PPGs	
Chair	M Rajan	
Note taker	S Rambaran	

Minutes

Agenda item: Intelligent Health and Workshops

Presenter: C Salmon.

Discussion:

C Salmon introduced PPG members about Intelligent Health’s work, such as supporting the West Ham Foundation, improving feedback systems, and supporting PPGs in any way needed, such as informing PPGs of best practices.

C Salmon also informed PPG members about three upcoming workshops. Each workshop must be attended by one staff and one patient of the surgery. C Salmon advised that the same staff must attend each workshop, but a different patient may attend each workshop if the patient cannot attend all the workshops.

Below are the times and dates for each workshop:

Workshops	Date	Time
First Workshop – How PPGs Run	Friday 7 th September 2018	12 – 2pm
Second Workshop – Patient Engagement	Friday 5 th October 2018	12 – 2pm
Third Workshop – Sharing Best Practices	Thursday 8 th November 2018	12 – 2pm

The first workshop is an introduction on how PPGs run and current laws regarding PPGs.

The second workshop is about patient engagement, and specific patient demographics. More information would be given on how to successfully organize themed events for specific demographics as well.

The third workshop shares the best practices within PPGs, sharing tools and resources among different PPGs.

C Salmon will provide more information regarding the three workshops via email to M Rajan.

The second workshop will coincide with the surgery's quarterly PPG meeting in October, so M Rajan has changed the next PPG meeting to 19th October.

Action items	Person responsible	
✓ Provide full details of the three workshops	C Salmon	Actioned
✓ Change next quarterly meeting to 19 th October	M Rajan	Actioned

Agenda item: How to increase more members to attend PPG meetings

Discussion:

There were only six PPG members present during this meeting, so those present discussed how to boost attendance numbers in future PPG meetings. Ideas include:

- Changing meeting times based on members' availability
- Encouraging 1-2 GPs to attend the meetings
- Encouraging patients in the surgery to come to PPG meetings to see how it works first before becoming members

M Rajan highlighted that although GPs may want to attend, it may be difficult to implement due to surgery timings.

E Danso pointed out that we need to improve engagement among Eastern European communities. She also suggested to give marketing leaflets or posters to Romanian shops close to the surgery to promote our PPG.

T Prabhudas informed that he knows a Romanian lady in yoga class who may be interested to attend PPG meetings and will ask her to attend.

S Patel suggested going to other surgeries and sitting within their waiting areas to see how other surgeries work, like "Mystery Shoppers", to further improve our practice.

C Salmon informed that Lantern Health surgery were thinking of using Survey Monkey to promote their PPG through email marketing.

E Danso advised to confirm email addresses of all PPG members. M Rajan informed that some email addresses were bouncing back so she will be confirming the email addresses again.

Action items

Person responsible

- ✓ Asking Romanian lady from yoga class if she wanted to attend a few PPG meetings T Prabhudas
- ✓ Confirm email addresses for all PPG members M Rajan - Agenda in our next quarterly meeting

Agenda item: Open Day on 31st August

Discussion:

C Salmon suggested how to promote the practice's services on a general basis during the open day on 31st August, such as:

- Informing patients of improvements made based on patient's requests
- Having key champions in specific demographics
- Promoting online services provided via the practice's website

M Rajan enquired whether S Rambaran could be a **PPG champion** for young people. S Rambaran agreed. C Salmon informed that she will work with S Rambaran to promote the PPG as a champion.

E Danso enquired if C Salmon could supply information leaflets or posters which could be displayed on the information table during the open day. C Salmon informed that she could provide information leaflets from local bodies (eg. Newham Patient View) and she will contact the Newham CCG for specific information leaflets for diabetes, obesity, mental health and healthy eating. C Salmon handed members a leaflet from Newham Patient view as a sample.

S Patel suggested that practice should work with local leisure centres for patients looking to lose weight. She informed that she knows Shawn from a local leisure centre who may be able to provide blood sugar machines and will contact M Rajan with more information.

C Salmon enquired whether the information table would only be used for the open day or if it would be available permanently at the surgery. Due to space shortage, it was concluded that the information table would be used only for the open day.

C Salmon suggested using Survey Monkey kiosks during the open day to improve feedback during the event.

M Rajan suggested that doctors should have mental health training as the practice's mental health patient satisfaction percentage was lower than the average.

S Patel advised that there should be a mental health counsellor within the surgery. M Rajan informed that self-referral was possible through the surgery and there was a counsellor within the building who

patients can be referred to. E Danso advised that mental health services, like counsellors, should be promoted more.

S Rambaran suggested changing the location of the BP machine and leaflets display in the reception area for easier patient access. She informed that she will enquire about paper garlands that could be used for seasonal flu promotion among children.

Members were informed that the 70th Anniversary for the NHS will be celebrated on the same day as the open day. The anniversary party is scheduled between 1PM – 6PM at the East Ham Memorial Building and the open day is scheduled between 10AM – Noon at the practice.

It was suggested that both events were done at the same location, to increase number of people who came to the PPG's information table. T Prabhudas suggested that if the East Ham Memorial Centre do not agree on having both events together, the PPG could distribute leaflets of the open day at the anniversary celebrations to inform them of the open day. S Rambaran suggested having the information desk set up a day before the 70th Anniversary due to the event timings. S Rambaran will be designing posters and leaflets to promote the open day.

M Rajan will find out from the East Ham Care Centre if we can put up the information desk within the NHS anniversary celebrations.

S Patel informed that she knew someone who could have a salad machines display demonstration on the day of the event and she will invite them to come.

Action items	Person responsible
✓ Contacting Newham CCG for information leaflets	C Salmon
✓ Contacting Shawn from a local leisure centre who to provide blood sugar machines	S Patel
✓ Enquiring about flu paper garlands for children and design posters and leaflets for the open day	S Rambaran
✓ Contacting East Ham Care Centre to enquire whether we can set up information desk within the NHS anniversary party	M Rajan - Agreed, Actioned
✓ Enquiring about salad machine display for event	S Patel

Agenda item: Using Technology to promote practice

Discussion:

Only C Salmon, S Rambaran and M Rajan were present for this agenda discussion.

C Salmon enquired on what we viewed as challenges in promoting the PPG and the practice.

M Rajan highlighted that online technology would be useful in promoting the practice and the PPG and she would like more information on how to implement more technology within the practice.

C Salmon advised having a PPG logo to use in promotional leaflets. She informed us that having a PPG logo only for our practice would be acceptable under Newham CCG.

C Salmon will look at the practice's website and suggest ways to improve it as well.

Action items

Person responsible

✓ Looking at practice's website and suggesting ways to improve it

C Salmon

Agenda item: GP Patient National Survey 2018

Discussion:

Feedback on recent iPsos Mori Survey (GP Patient Survey) Published on 9th August 2018 discussed briefly. M Rajan fed back on this. It's challenging getting feedback as people don't like filling in forms, but the results of the surveys were very positive overall, On the whole the team was pleased with the results.

The group reviewed the summary results were positive and mostly higher than both Newham and National Averages. The practice is also continue to stay high against our own practice results year on year.

Looked at the following results where Shrewsbury Road Surgery is performing:

What this practice does best

81% of respondents describe their experience of making an appointment as good

Local (CCG) average: 60% National average: 69%

78% of respondents were offered a choice of appointment when they last tried to make a general practice appointment

Local (CCG) average: 63% National average: 62%

86% of respondents describe their overall experience of this GP practice as good

Local (CCG) average: 74% National average: 84%

What this practice could improve

73% of respondents felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

Local (CCG) average: 76% National average: 87%

M Rajan advised that she will discuss this with all clinical staff in a team meeting, reminding clinical staff of the need to always consider patients' mental health needs as part of their overall care.

P Tanna & E Danso suggested that the practice should seek external training from a mental health expert to support this process. Drs G Purushothaman & C Sunanth agreed.

85% of respondents were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment

Local (CCG) average: 87% National average: 93%

It was noted that the practice is slightly below the local average. M Rajan advised that she will discuss this with all clinical staff in a team meeting, reminding staff of the need to actively involve patients as part of their overall care and treatment. PPG members were in agreement that our practice staff and clinicians do involve patients in their care and treatment. They are very happy with our practice team members' caring nature. PPG members reminded the practice team to have annual training and to become more experienced with the hope that the results will be better next year.

81% of respondents say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

Local (CCG) average: 82% National average: 89%

This indicator also was noted that the practice is slightly below the local average. The surgery will discuss this with all clinical staff in a team meeting, reminding staff of the importance to actively listen and engage with the patient. E Danso mentioned that the surgery should consider for an additional training around 'active listening'

57% waited 15 minutes or less after their appointment time to be seen at their last general practice appointment

The surgery will discuss this with all staff in a team meeting, reminding clinical staff of the need to keep to time as much as possible during consultations and reception staff to keep patients in the waiting area informed of any significant delays.

PPG group is pleased with the board placed in the waiting area to inform the patients.

Drs G Purushothaman & C Sunanth advised to run along side this action plan Shrewsbury Road Surgery will carry out a monthly patient survey, which they have been doing for years will continue using the same questions as the national patient survey in order ascertain where improvements are made.

P Rowe suggested to do the first survey using the same questions as GPPs during September.

M Rajan advised that she and her Deputy Practice Manager will be responsible for overseeing and collating these. All staff will be responsible for handing out the surveys and collecting them back from patients.

Other Information

Next meeting:

It was concluded that the members will discuss about the challenges in increasing the numbers of participants during PPG meetings and how to overcome those issues during the next PPG meeting.

Next quarterly meeting: 19th October 2018