



PATIENT PARTICIPATION GROUP MEETING

Friday, 6th October 2017, 1.30-2.30pm

At:

Shrewsbury Road Surgery

AGENDA

	Item	Presenter	Time
1	Welcome and Apologies	Mira Rajan Practice Manager	1:30 – 1:31
2	Introduction/Apologies /New Members Ground Rules	Mr Tanna (President)	1:31 – 1:35
3	Last meeting minutes	Mira Rajan	1.35 – 1.40
4	Brief on practice	Appointment system Signposting notice board Any suggestion	1:40 – 1:45
5	Complaints/Suggestion/Patient Feedback	Mr P Tanna & Mira Rajan	1:45 – 2:00
6	Practice Update	Mira Rajan	2:00 – 2:05
7	Open Day Discussion	PPG Members	2:05 – 2:20
8	AOB	Practice Team PPG Members	2:20 – 2.30
	Next Meeting: 5th January 2018		



Patient Participation Group

Minutes of the meeting

06.10.2017

Shrewsbury Road Surgery – Room 5

Member Attendees:

Dr Anita Bhasi (AB), Dr Girija Purushothaman (GP), Dr N Navaneetharaja (NN), Mira Rajan – Practice Manager (MR) Arwinder Jabbal – Senior Receptionist/Carers' Champion (AJ)
Mr P Tanna – PPG Chair (PT) Mr S Sajjan SS, (PPG member) Ms B Tippet (BT) (PPG member)

1.	Welcomes and Apologies – H Trotter	
	<ul style="list-style-type: none"> • The Chair welcomed all to the meeting <p>MR gave apologies for:</p> <ul style="list-style-type: none"> • Rest of the PPG members & Dr M Sri-Ganeshan (A/L) Dr C Sunanth <p>MR mentioned that the following patient has joined the PPG</p> <ul style="list-style-type: none"> • Bernice Barclay – Unable to attend today due to another appointment 	
	<p>Ground Rules by the Chair</p> <ul style="list-style-type: none"> • Group should not be seen as a complaint platform • As per the patient Confidentiality (Signed by all the PPG members) no personal issues should be discussed • Everyone's views must be listened to and respected • No discrimination will be tolerated 	
2.	Minutes July Meeting and Action log - MR	
	<p>a) Minutes of meeting 5th July 2017</p> <p>Action log and agreed by the Group</p> <p>As Edward raised signage for rooms – MR confirmed that signage are in place for the consulting rooms. Arrows and marked numbers. Group is happy with the signage within the practice</p> <p>b) PT confirmed that he would fix a Care's week to be hosted at the practice next year.</p> <p>c) MR confirmed that the practice has appointed a Carer champion – AJ Group welcomed AJ. AJ to liaise with PT for support in order to signpost carers who are registered at our practice.</p> <p>d) Group decided to have the next PPG Open Day on 2nd November 2017 at the practice.</p>	
3.	Brief on current Issues on Practice – Appointments/Notice Board etc.	
	<ul style="list-style-type: none"> • AJ said we are getting a lot of DNA and patients not calling to cancel appointments, patients need to know the importance of time keeping and cancelling appointments so that we can offer it to someone else. MR explained we are sending DNA letters to patients stating that if they DNA 3 times they will be removed from our practice list 	



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	<p>so patients will take us more seriously. PT said patients need to know this is not a walking surgery it is by appointments. MR confirmed that this has been advertised within the practice and via booklet and website/NHS choices.</p> <ul style="list-style-type: none"> • MR mentioned that the number of DNA for the month is advertised on electronic notice board. September DNA appointments - 426 • BT asked how the practice is facing the challenges on change of appointment system. AJ mentioned that lots of patient are happier now – not having to wait long for the appointment. Same day appointments are still offered over the phone. PT also mentioned that he do get positive feedback from the patients. On attending for a workshop held recently on GP training, this was positively fed back. MR mentioned that the practice is continued to monitor patient booking two appointments on the same day with two different doctors and DNAs. Also MR mentioned that the staff have given their feedback as well which are very positive and less stress at the reception desk • We continue to look at the appointments system and discuss within the group • Group is pleased with the notice board on Wellbeing notices and practice information leaflets and the advertisement on Electronic Jayex Board. • No complaints on telephone access, as the practice has opened two additional lines recently including a line for GP appointments and easy access to vulnerable patients. • All information are available on practice website – NN suggested to project on a screen for the group - Action • PT suggested putting up the Group members names on the notice board for the patients. Members did not want their contact details to be shared. Patients can get their details at the reception. GP included that Photos can be put up as well. • Action: MR to get the Group members photographs and prepare a notice board in the waiting area. 	<p>MR</p> <p>MR</p>
<p>4.</p>	<p>Complaints/Suggestions/Patient Feedback</p> <ul style="list-style-type: none"> • No complaints received recently • MR mentioned that practice received few verbal complaints that a GP running late – NN mentioned that complex patients do take time to discuss the issue and also if GP happens to call the hospital then the surgery tends to run late. Receptionists do inform the patients and keep updated. Group pleased with this • No suggestions received from the group or any patients • MR urged the group to promote patients to do all methods of surveys. These surveys will take only a couple of minutes and will be treated as confidential; people do not need to put their names on. The comment came out from the last surveys were very useful to the practice as they welcome feedback. The comments would be used by the practice and PPG • MR said that these surveys are highlighted on our website and the practice waiting area • Box is kept at the waiting area (outside reception desk) for collecting the completed forms. Group satisfied where the box is kept 	



5.	Practice News	
	<ul style="list-style-type: none"> • NN briefed that a proposal has been placed by the Newham CCG to NHS England for re-location of our practice to Cazaboun Ward at East Ham Care Centre. • PT mentioned that eventually there are going to be few large hubs in Newham – Eg. Vicarage Lane, Customs House, Shrewsbury Road H/C etc, which will include community services for easy access to patients to have the services closer to homes • MR informed the group that the Practice team was away during the last weekend for 2 nights – Team building • Annual flu clinic is scheduled on Saturday, 6th October 2017 and we are seeing good uptake number which is always been excellent when running Flu Clinic campaign on a first Saturday of October • Flu clinic for Carers is scheduled on Thursday, 2nd November 2017 • NN said that during this clinic health check and the mental health check will be addressed • MR informed that practice runs a clinic fortnightly for Scan (Psychological Measurement) for our patients and other practice patients. At present our practice and another practice run this clinic and the waiting time is very short • Shortage of Hep A & Hep B is informed to the group. Risk patients and babies born to the carrier mum are given priority with the stock available. 	
6.	Open Day	
	<ul style="list-style-type: none"> • Group has decided to have the Open Day – 2 hours in the morning and afternoon • PT suggested to have the open Day on the Carers' Flu Clinic Day • PT & BT has agreed to do the am session & SJ has agreed to do the PM session • Action: MR to send the invite to the rest of the group and the poster in the waiting area advertising the Open Day 	MR
7.	AOB	
	<ul style="list-style-type: none"> • GP mentioned that the practice is very important to identifying carers • AB commented that the problem is identifying the carer, as they tend to adapt their lifestyle to accommodate the carer role as they consider it a duty to look after a person. • Appointment of practice Carer Champion will liaise with the Chair who works for support for Carers in Newham, to support the practice to identify the carer. • Action: Carer list on practice population will be pruned by AJ, as practice has some names aged under 3 as carers • Action: PT mentioned that he will get some carer's pack to the surgery • MR confirmed that Carers Association in Newham and Redbridge are advertised on Electronic Jayex Board • PT clarified the description of the paid carer and unpaid carer, as GP raised a point that carers are requesting letter for parking permit. PT explained that GP can do a letter to apply for a carer's permit and not necessary for renewal • PT raised that there is a self-referral for OT assessment as per Newham CCG newsletter and was discussed in the last GP training day • Action: MR to email CCG Facilitator to get the self-referrals for GP practice • It was suggested to have a Secretary for the group • Action: Agenda item for next meeting when all members are present 	AJ PT MR MR /PT
	Next Meeting: Provisionally book on 5th January 2018	

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