

Patient Participation Group Meeting

Date of Meeting: 10 October 2023

Time of Meeting 13:15

Attendees:

Practice Team:

Dr O Oke (Regional Medical Director)
Paul Hackwood (Deputy Regional Operations Manager)
Jade Bhogal (Practice Manager)
Rachel Smith (PCN Clinical Pharmacist)
Dawn Hume (PCN Pharmacy Technician)

Patients:

Ms C S
Ms S D
Mr H T
Mr C W

Minutes:

Welcome & Introductions

The Practice staff and the patients were welcomed to the meeting by Dr Oke who spoke about the previous PPG meeting having taken place in March 2022 and the changes that have occurred. Dr Oke is a GP who has worked in Nottingham for 10 years and is the Regional Medical Director for Operose Practices in Nottingham. He strives for safe working for the best patient care whilst remaining efficient and empathetic. Dr Oke then listed the Practice team which has had a few changes since the last meeting but in an effort to provide stability to our patients:

- Sally – Regional Manager
- Paul – Deputy Regional Manager

- Jade – Practice Manager – Previous Pharmacy Manager as well as Trained Pharmacy Technician
- Claire – Assistant Practice Manager, previous Senior Admin Lead at the Practice
- Kim – Senior Admin Lead
- Georgia – Receptionist/Admin & Care Co-Ordinator
- Jamie – Receptionist/Admin
- Lisa – Receptionist/Admin
- Marianna – Receptionist/Admin

- Dr I Nnadi – Clinical Lead GP - Mondays, Tuesdays, and Thursdays
- Dr M Kasem – GP, newly employed - Mondays, Tuesdays, Wednesdays, and Thursdays
- Dr S Ashfaq – Long-term locum GP - Tuesdays, Wednesdays, and Fridays
- Ange – Lead Practice Nurse - Mondays, Tuesdays, Wednesdays, and Thursdays
- Jojo – Healthcare Assistant - Tuesdays, Wednesdays, Thursdays, and Fridays
- Joy – Advanced Clinical Practitioner Pharmacist - Thursdays and Fridays

- Rachel – PCN Clinical Pharmacist – Mondays and Tuesdays
- Dawn – PCN Pharmacy Technician – Tuesdays

The patients of the PPG then introduced themselves and provided a background to their experience as a patient of the NHS and Southglade Medical Practice.

What is a Patient Participation Group (PPG)?

A Patient Participation Group (PPG) is a group of patients, carers and GP practice staff who meet to discuss practice issues and patient experience to help improve the service. It is a contractual requirement of NHS England for all GP practices to have a PPG since April 2015. The purpose is to give patients and practice staff the opportunity to meet and discuss topics of mutual interest and provide a means for patients to become more involved, making suggestions about the healthcare services they receive. Patients and staff can also explore issues from patient complaints and patient surveys, contribute to actions plans and help monitor improvements. A PPG should also contribute feedback to the practice on National Patient Survey results and Friends and Family Test feedback to propose developments or change, support health awareness and patient education.

The PPG should be open to every patient on the GP practice list; all communities, groups, genders, ages, ethnicities, and disabilities representing the patient list should be encouraged to join as a PPG should be representative of the practice population. Dr Oke then explained that the PPG is a melting pot to talk about what good care is, the expectations of staff and patients, what is going well at the Practice and what can be improved; the Practice team are very conscious of patient opinions and is eager to listen to them to improve. The PPG meeting is not a forum for individual complaints and personal issues that relies on respect, openness, honesty, and good-quality communication.

Success & Challenges

Successes

- Recruitment of salaried GP's
- Continuing improvement of the telephone system using patient feedback, including the new call back option
- Increased focus on population health metrics e.g., childhood immunisations and cancer screening to ensure patients receive the best care
- Improved clinical rotas to allow for more patient choice of appointments i.e., Face to Face, telephone, pre-bookable and same day
- Sign posting patients to Dr IQ app to increase access
- Support from the regional and remote teams

Challenges

- Staffing recruitment and retention
- Continuing increase in list size
- Pressures on the NHS and patient expectations

The patients gave their feedback on these points and noted that the Reception team have been fantastic and work extremely hard. They noted occasions in which they have watched the Receptionists deal with aggressive and abusive behaviour and how disappointing it is to see but noted that the team remained professional and helpful. The patients also highlighted that the care they have received from the clinicians has been exceptional and makes them feel comfortable and safe. The Practice team were very thankful and pleased to hear that the positive changes and improvements have been noticed by patients.

The patients highlighted that they do wish to have stability and regularity with staff so pleased to hear of the changes made. The increase in the patient list size was also discussed as well as the new build developments in the catchment area. The Practice Manager indicated that they are monitoring this very closely and working with the leadership of Operose with regards to staffing and support. The patients were pleased with the improved phone system and flexibility it offers, noting that the callback feature has been very useful.

The patients noted that, whilst Dr iQ seemed helpful, they have experienced barriers due to how the system works, age barriers experienced with technology and what Dr iQ can be used for. It was indicated that prescription requests via telephone would be much more helpful; the Practice Manager explained why this is currently not in place (safety and pressure of the phone lines) but noted it as something that could be discussed with the team.

The patients indicated that the amount of DNA (Did Not Attend) appointments was extremely high and disappointing when it is known that people struggled to get appointments. The Practice Manager confirmed that this was something the Practice team were conscious about and experienced frustration with too and would be grateful for the assistance of the PPG in raising awareness and coming up with solutions which was agreed.

The Practice Manager explained that the backlog of admin (such as referrals) that was present at the beginning of the year has been cleared following the hard work of the team and they are committed to ensuring that they remain efficient and on top of the workload.

Dr Oke discussed the importance of health education awareness and one of the Practice's top successes was their improvement with completion of Childhood Vaccinations, an issue prevalent in Nottinghamshire. The PPG agreed that health education would be an ongoing topic and, whilst also raising awareness, would look for new ideas to improve patient co-operation.

Next Steps

It was agreed between the PPG that quarterly was the preferred arrangement for the meetings. As the PPG is patient-led, the patients would discuss how they wished for the PPG to be structured and used for the next meeting, including roles of participants. The Practice Manager confirmed she would set the next date and inform the group as soon as possible.

The meeting was concluded with thanks shared to the patients and Practice team.