

Patient Participation Group Meeting

Date of Meeting: 19 March 2024

Time of Meeting 2:00pm

Attendees:

Practice Team:

Jade (Practice Manager)

Claire (Assistant Practice Manager)

Patients:

Ms L B

Ms S D

Minutes:

Welcome & Introductions

The available PPG members were welcomed to the meeting and all members introduced themselves. The Practice team was once again reiterated, and changes highlighted:

- Sally – Regional Manager
- Paul – Deputy Regional Manager

- Jade – Practice Manager
- Claire – Assistant Practice Manager
- Kim – Senior Admin Lead
- Georgia – Receptionist/Admin & Care Co-Ordinator
- Chareece – Receptionist/Admin
- Jayne – Receptionist/Admin (new starter)
- Lisa – 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
- Steven – Mental Health Practitioner – Thursdays
- Tommy – FCP Physio - Wednesdays

What is a Patient Participation Group (PPG)?

We once again highlighted the purpose of a PPG and the ground rules for the meeting. It was discussed that the group would assist Practice management in gathering information, highlighting areas of improvement, and helping to figure out solutions that work for the Practice team and patients whilst also helping improve health education and focusing on areas of concern for health in our patient population.

Success & Challenges

Successes

- Recruitment of **two** new Reception/Admin colleagues:
 - Chareece – Started January 2024
 - Jayne – Starting April 2024
- Relief Reception/Admin working in the area

- Abigail, Marie and Laraibe

- Increased improvements on population health metrics e.g. childhood immunisations, cancer screening and long-term condition health checks
- Improved clinical rotas to allow for more patient choice of appointments

Challenges

- Staffing recruitment and retention
- Continuing increase in list size
- Pressures on the NHS and patient expectations
- Junior Doctors' strikes
- DNA's and inappropriate appointments

The patients then noted their areas of success and concern for the Practice:

- The phone system still feels slow and difficult. Whilst the improvements have helped, the appointment booking process should be looked into to increase availability for those who need to see a clinician at the Practice
- 8am same-day appointment release is frustrating for many who feel they cannot call up at this time due to their daily schedules. It was discussed that this was a common Practice for many surgeries, and it is important to cater for the many. It was highlighted that the Practice does indeed receive 50+ calls from patients on the average day and it was acknowledged that this can be a tiresome and challenging process for both the Reception team and patients
- It was also indicated that patients would prefer for it to be 'call only' instead of patients also visiting the Practice at 8am to make an appointment
- Text message appointment reminders are successful and very useful for patients. However, it was shocking to see the amount of Did Not Attends each month. The management team explained that DNAs will often occur when an appointment has been booked earlier that day as well as pre-booked appointments and we often have issues with out-of-date contact information
- Patients have had great experience with the clinical team, especially the Nurses and HCAs they have had appointments with; they are very happy with consistent faces and feel that clinicians truly care
- Patients have had very positive experiences with the PCN Pharmacist and medication reviews which have helped patients with long-standing quantity and ordering problems as well as improving patient's knowledge and health
- Vaccination uptake in the country and the area is very low and this is a topic of importance for the NHS. It was discussed how we can improve vaccination uptake, especially for Children's immunisations. The Management team explained the introduction of the 'Baby pack' to give to new mums and the inclusion of a disclaimer form for those who do not wish for their children to be immunized. The patients highlighted that it may be due to the busy schedule of new parents, especially if they are also working, as GP hours are often 9 – 5. Patients also believe that the lack of information and encouragement from Health Visitors have impacted uptake alongside social media and common misconceptions

Next Steps

The following areas of focus were agreed:

- Did Not Attend (DNA) appointments
- Childhood immunisations and other vaccinations
- Patient/Practice communication
- Health Education

The patients explained that they have felt the loss of community engagement events since COVID-19 and would love for these to come back. The Management team said that this was definitely something they could look into with the other businesses on the park. The PPG members were tasked with gathering feedback and data regarding the above topics from other patients for the next meeting and will also support patients if required. The Management team also agreed to research current and new ideas for tackling the above issues in hopes of improving the Practice and patient experience.

AOB

The patients asked what changes would occur once HCRG finalized their acquisition of Operose health. We explained that this had occurred, and it would not interrupt patient service, only improve. Operose would still be the company who own the Practice, HCRG now lead Operose.

The next meeting was advised for approximately 3 months' time and would be cascaded to the PPG members via email with the meeting minutes.

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