

Patient Participation Group (PPG) Chair Meeting 24.01.2020

ATTENDEES

Sharon Ryan (SR)	- Practice Manager
Joyce Green (JG)	- PPG Chair
Michelle McDonagh (MMcD)	- Clinical Coordinator

Agenda Item 1:	- SJW Website/Online Experience
Agenda Item 2:	- Promoting patient use of Online Services
Agenda Item 3:	- PPG Questionnaire format sharing
Agenda Item 4:	- Did Not Attends - DNA's
Agenda Item 5:	- Primary Care Awards
Agenda Item 6:	- Circus Road Entrance
Agenda Item 7:	- Educational events for 2020
Agenda Item 8:	- Agenda items for PPG Meeting 19 th March 2020

Agenda Item 1: SJW Website/Online Experience

PPG member David Brown (DB) suggested using the PPG to evaluate the current website and online services and provide feedback at the next PPG meeting 19.03.20.

SR explained the website is fixed and it is not possible to change layout/navigation. However, we can add items the group identify as useful/missing.

Agreed this is an opportunity to use the online questionnaire, Survey Monkey, to give all members an opportunity provide feedback, not just those who attend the next meeting 19.03.20.

JG to contact DB and establish if he is happy to design questionnaire. Questionnaire can be sent to all PPG members and JG/DB can provide feedback at the next PPG meeting 19th March.

Agenda Item 2: Promoting patient use of Online Services

Discussion about increasing patient use of online appointment booking and ordering of prescriptions. Agreed it would be beneficial to increase use of online services although numbers of online appointment booking is not available.

Agreed to add to Agenda of PPG Meeting 19.03.20 for group input on how to increase usage. Also ask for volunteer to design leaflet explaining the online services available.

JG will add to Newsletter

Agenda Item 3: PPG Questionnaire

PPG member David Brown (DB) queried possibility of sharing PPG Questionnaire format with PPG Chair from Great Chapel Street practice. No objections to sharing format.

JG to send questionnaire format to DB

Agenda Item 4: DNA's – Did not Attend

SJW DNA rate for December 2019 was 2.69% of total of 5799 appointments. This was the lowest DNA % rate across the CCG for December 2019.

Agreed to add this to PPG Meeting Agenda for 19.03.20 as an update following DNA discussion at PPG Patient Open Evening in November 2019.

JG will add to Newsletter – whilst DNA rate has improved we can still raise awareness amongst patient group.

SR to provide MMCD with DNA data from July 2019. MMCD to create graph from the DNA data to share at PPG meeting 19th March.

Agenda Item 5: Primary Care Awards

Discussion whether to nominate practice for award based on PPG questionnaire results. SR advised Practice prefers not to pursue a Practice award. SR/JG agreed no further action.

Agenda Item 6: Circus Road entrance update

SR and Dr Abadi (DA) to meet Caroline Fox, CEO at St Johns & Elizabeth Hospital in March 2020. SR will ask Caroline Fox for a copy of the letter used by the hospital explaining the on-going closure of Circus Road entrance. Agreed it would be helpful to explain clearly to our patients the reason/s the hospital closed Circus Road entrance. SR confirmed porters can provide wheelchairs at the main hospital entrance for anyone having difficulty with the extra distance once inside the hospital. Item to be added to Agenda for PPG meeting 19.03.20.

SR & MMCD to gauge extra distance when using the entrance on Grove End Road.

Agenda Item 7: Educational Events for 2020

Agreed to hold 3 events in 2020. Agreed can only hold educational events for topics where Community Services are available to come and facilitate the event.

Carers Support Drop in Session – 5th March 2020, 2pm – 5pm

Diabetes Event – 4th June 2020.

Provisional – MMCD to establish which Diabetic Support service CLCCG has commissioned for Westminster and make contact. Need to consider how we target patients and manage size of respondents

Sleep – 3rd September 2020.

Provisional – MMCD to research if there is a Community Service who can provide sleep advice/education. Need to consider how we target patients and manage size of respondents. May be possible to use sleep hygiene codes to target patients who have already discussed sleep issues with a clinician.

To add to Agenda for PPG meeting 19.03.20

Agenda Item 8: Agenda Items for PPG Meeting – 19th March 2020

In addition to items already discussed, these will be added to the agenda:

- Phone Issues – SR to provide update. Phone issues should be reduced, now have a full complement of staff. SR meeting with phone company in March
- Newsletter – Discuss ideas for content

Agreed - PPG members will be asked if they have items to add to the agenda.

Action Points

SJW Website/Online Experience	<ul style="list-style-type: none">▪ JG to contact DB and establish if DB is happy to design questionnaire on survey monkey. Actioned 24.01.20▪ Questionnaire to be sent to all PPG members - JG/DB to provide feedback at the next PPG meeting 19th March.
Promoting patient use of Online Services	<ul style="list-style-type: none">▪ To add to PPG Meeting 19.03.20 Agenda for group input and a volunteer to design leaflet of online services available▪ JG to add to newsletter

PPG Questionnaire	<ul style="list-style-type: none"> ▪ No objections to DB sharing PPG Questionnaire format with Great Chapel Street PPG Chair ▪ JG to advise DB – Actioned 24.01.20
DNA's	<ul style="list-style-type: none"> ▪ MMCD to add to PPG Meeting 19.03.20 Agenda to update group ▪ MMCD to create graph from DNA data for meeting 19.03.20 ▪ JG to add to Newsletter
Circus Road entrance	<ul style="list-style-type: none"> ▪ SR to request copy of letter used by Caroline Fox explaining on-going closure of Circus Road entrance ▪ MMCD to add to PPG Meeting 19.03.20 Agenda ▪ MMCD/SR to gauge the extra distance patients need to travel due to closure of Circus Road
Educational Events 2020	<ul style="list-style-type: none"> ▪ MMCD to add to PPG Meeting 19.03.20 Agenda
Items for PPG Meeting 19.03.2020 Agenda	<ul style="list-style-type: none"> ▪ MMCD to draft Agenda ▪ Once signed off by SR & JG, MMCD to circulate with group & ask if they have any items to add
Current Members	<ul style="list-style-type: none"> ▪ MMCD to send JG list of current PPG members. Actioned 24.01.20