

Patient Participation Group (PPG) Meeting 16.10.2020 – Virtual Meeting

Staff Attended

Sharon Ryan (SR) - Practice Manager
Michelle McDonagh (MMcD) - Clinical Coordinator

PPG Members:

Joyce Green (JG) - PPG Chair
David Brown (DB) - PPG Member
Gabriel Alvarez Parra (GAP) - PPG Member
Oonagh Harpur (OH) - PPG Member
Richard Farr (RF) - PPG Member
Seymour Popeck (SP) - PPG Member
Susan Kaye (SK) - PPG Member

Agenda Item 1: Introductions & Meeting Principles – JG

Agenda Item 2: Practice response to Covid-19 Pandemic: Change to the patient journey, eConsult, staff experience, Flu Vaccine - SR

Agenda Item 3: Patient Communication - SR

Agenda Item 4: PPG – The way forward – JG/MMcD/SR

Agenda Item 5: PPG Newsletter - JG

Agenda Item 6: Any other business (AOB)

- Chair layout in waiting area (Susan Kaye)
- Circus Road Entrance (Susan Kaye)

JG welcomed all members of PPG and opened the meeting.

Agenda Item 1: Introductions & Meeting Principles

JG shared the 'Virtual Meeting Principles' along with a short demonstration of useful Zoom features for the meeting.

Agenda Item 2: Practice response to Covid-19 Pandemic: Change to the patient journey, e-consult, staff experience, Flu Vaccine

- Personal Protective Equipment - SR confirmed all staff in the practice wear Personal Protective equipment i.e. face masks, gloves, aprons where appropriate. SR advised the majority of consultations are currently telephone or eConsult and therefore fewer patients are in the Practice waiting area at any one time, on average 4 – 5 patients.
Chair layout in waiting area discussed – SK notes it is not possible to view the screen in the waiting area from all chair positions. SR will review chair layout so all chairs in use have view of screen.
- Change to Patient Journey – JG shared on screen a draft document to demonstrate the new 'Patient Journey' in response to Covid-19. It details the process for contacting the Practice and arranging a telephone consultation/face to face appointment with a GP, Practice Nurse or Health Care Assistant. The document will be distributed with the PPG Newsletter. JG confirmed the changes for patients attending the Practice, including:
 - a) On arrival at St John & St Elizabeth Hospital entrance on Grove End Road will be asked to use hand sanitiser and have a temperature check.
 - b) On reaching the Practice doors the self-check screen is turned off to avoid patients touching it and patients now check-in at a desk by the Practice doors or at the main reception desk.

- c) Clear screens have been fitted at the main reception desk.
- d) Clinical staff will open and close doors to consulting room so patients do not have to touch handles
- e) Patients are asked to attend alone to manage numbers in the Practice at any time. There are exceptions i.e. patients who can only attend with the support of their carer or a parent accompanying a child.
- eConsult – SR confirmed eConsult enables Practices to offer online consultations to patients in addition to NHS self-help information, signposting to services and a symptom checker. The secure online form lets you ask the practice for sick notes, test results, referral requests and other paperwork. eConsult can be accessed via an NHS App or by going to the Practice website <https://stjohnswood.nhs.uk/>. Patient response to eConsult has been positive, with a quicker response time to requests.
MMcD raised a patients experience regarding a Blood Pressure query. The patient was asked to provide 3 blood pressure readings – without 3 reading it was not possible to continue the eConsult query. Not all patients will have access to 3 separate readings. MMcD to send query to SR who will raise this query with Central London Healthcare. SR would be grateful for any further feedback PPG members can provide from their experience of eConsult which can be emailed to the PPG email address sjwmp.ppg@nhs.net
- Staff Experience – SR advised the staff response to the changes and challenges over recent months has been positive with staff adapting to new working practices and changes to environment.
- Flu Vaccine – The increased drive for the flu vaccine this year has resulted in stock issues across the area. Other Practices are in a similar position. Some pharmacies also have stock issues. Central London Healthcare and Central London Clinical Commissioning Group are aware of the issue and the Practice anticipates an update regarding stock from the Government in November 2020. The Practice is receiving patient complaints and staff members have experienced some challenging incidents. Staff are aware of the patient’s health concerns/frustration for themselves and those they care for. SR asked for suggestions for how best to communicate the current situation with our patient group. OH suggested a specific ‘Flu update’ phone message – give the option for patients to press a number if they wish to hear the message with the latest flu vaccine information. It was agreed a PPG member will draft the wording of the message.

Agenda Item 3: Patient Communication

The PPG Group recognises the need to be mindful of how we communicate with patients who do not have online access particularly at this time when physical contact is limited. SR explained clinical campaign information is communicated to patients via post or SMS messages to ensure all patients are reached. However, due to the patient group size (approx. 19,000) it is not financial viable to post or send an SMS message to all patients for non-clinical communication i.e. PPG Newsletters. It is not possible to identify specifically those patients who do not have an email address from the whole patient group. MMcD suggested adding items like the PPG newsletter to the screen in the waiting room, the PPG noticeboard and website asking patients to let us know if they/someone they know would like a hardcopy. OH suggested the phone message could have an option to press if a patient would like to receive a copy of the Newsletter in the post. SR will contact the phone company to see if this is possible. SR will contact the Central London Clinical Commissioning Group to establish if it is possible to receive funding to send an SMS message to patients regarding the Newsletter. The consensus reached is whilst we are doing what we can to be inclusive we will continue to be mindful in future communications.

Agenda Item 4: PPG – The way forward

Due to Covid-19 and restrictions for people meeting together the PPG group will continue to meet virtually for the foreseeable. The platform Zoom offers the option for people who do not wish/are unable to go online to dial-in via telephone. The general consensus amongst the group was that whilst Zoom is not everyone's favourite platform it is preferable to not meeting. The next meeting will be arranged to take place in February/March 2021. SR reminded the group that the PPG email address is available if anyone has anything they wish to raise/discuss in the meantime- sjwmp.ppg@nhs.net.

MMcD to send the dial-in option when arranging the next meeting.

MMcD will call/post correspondence to PPG members who indicate they are unable to access email.

Agenda Item 5: PPG Newsletter

JG confirmed work to commence on the next PPG newsletter, items to include:

- New Patient Journey
- Guidance on available services i.e. when to use self-care/pharmacy/111/GP/A&E.
- Repeat Prescriptions – reminder of process to request repeat prescriptions.
- eConsult
- Flu Vaccine update
- Thank you message from staff to patients for gifts of handmade masks/soaps and kind messages & support.

GAP suggested taking the opportunity to stress the Covid-19 safety measures the Practice is taking to support patients to feel safe coming to the practice.

OH suggested making it clear that the patients are at the centre of what the Practice does and should feel confident the Practice will do what it takes to provide the best care and the importance of tonality of the Newsletter.

DB volunteered to draft the Newsletter. Once drafted, JG will distribute to the PPG group for feedback on content and tone prior to making available to our patients.

Agenda Item 8: AOB

- Chair Layout in Reception – Discussed under Item 2
- Circus Road Entrance Closure

SK raised a request for the Practice to contact St John and St Elizabeth Hospital to discuss the closure of the Circus Road Entrance. SK, in her personal capacity, entered into correspondence with St John & St Elizabeth Hospital CEO, Caroline Fox, along with a local councillor. SK explained she and the councillor intend to resume correspondence when appropriate after Covid-19. SR explained the Practice met with the Hospital CEO, Caroline Fox, a number of times to discuss the closure of the entrance. SR explained the entrance was closed following a health and safety assessment conducted by the hospital; as leaseholders the Practice is required to comply with the decision.

SR advised the Practice will not open further discussions with the hospital on this matter but understands the frustration the closure may cause some patients. For the PPG and the surgery, this matter should now be considered closed. If anyone has further requests these can be directed on an individual level to Caroline Fox or the local councillor.

Next meeting:

- First meeting of 2021 **TBC** (likely February/March 2021).

Thank you to all who attended the meeting and for the on-going support of all PPG members.

Action Points

Patient Journey Document	<ul style="list-style-type: none"> ▪ MMcD will distribute to the PPG group along with the Meeting Minutes. PPG members will be given an opportunity to comment. Final draft will be distributed with PPG Newsletter.
Chair Layout in Waiting Area	<ul style="list-style-type: none"> ▪ SR to review layout to ensure chairs give clear view of screen
eConsult	<ul style="list-style-type: none"> ▪ MMcD to provide SR with details of patients' Blood Pressure query on eConsult. ▪ MMcD to ask PPG Group members for any comments/feedback of their experience of eConsult. SR will feed this back to Central London Healthcare
Flu Vaccine	<ul style="list-style-type: none"> ▪ MMcD to contact PPG Members requesting a volunteer to draft the wording for a 'flu message' to add to the phone message
PPG Newsletter	<ul style="list-style-type: none"> ▪ DB volunteered to draft the newsletter. To liaise with JG ▪ JG will make draft available to PPG members for feedback on the content and tone ▪ MMcD to make the final agreed version available on the screen in the waiting area, PPG noticeboard and Practice website. This will include a note to contact MMcD if a patient would like a hardcopy in the post ▪ OH suggested the phone message could have an option to press if a patient would like to receive a copy of the Newsletter in the post. SR to speak to the phone company to see if this is possible ▪ MMcD to post hardcopy to PPG members unable to access online ▪ SR to contact the Central London Clinical Commissioning Group – can funding be provided for an SMS message to patients regarding the Newsletter
PPG – The way forward	<ul style="list-style-type: none"> ▪ MMcD to arrange the next virtual PPG meeting for Feb/March 2021 with phone access for people unable to access via PC ▪ MMcD will call/post correspondence to PPG members who indicate they are unable to access email