

Patient Participation Group (PPG) Meeting 29.07.2022 Minutes – Hybrid Meeting

Staff Attended

Dr Saul Kaufman (SK)
 Michelle McDonagh (MMCD) - Clinical Coordinator
 Karma Sylvester (KS) - Clinical Coordinator

PPG Members:

Joyce Green (JG) - PPG Chair
 David Brown (DB) - PPG Member
 Katarina Culham (KC) - PPG Member
 Richard Farr (RF) - PPG Member
 Gillian Davies (GD) - PPG Member
 David Hogarth (DH) - PPG Member
 Susan Kaye (SVK) - PPG Member
 Chuck Stephens (CS) - PPG Member

Apologies:

Sharon Ryan (SR) - Practice Manager
 Poppy Williams (PW) - Clinical Coordinator

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| Agenda Item 1: | Welcome / Introductions Review of Meeting Action Points, 25.02.22: <ul style="list-style-type: none"> ▪ Patient Complaints – to be addressed- Item 2 ▪ Patient Surveys – to be addressed - Item 2 ▪ DNA Statistics – to be addressed - Item 3 ▪ eConsult User Guide – on hold, see Item 4 ▪ Update Terms of Reference - Completed ▪ Update Practice Website – PPG completed update. Practice to continue updating website (started) PPG Meeting forum – Completed, Hybrid meeting arranged 19.07.22 | JG MMCD |
| Agenda Item 2: | Patient Feedback /Complaints Jan '22 – June '22 2 current surveys for patient feedback: <ul style="list-style-type: none"> ▪ Central London Healthcare ▪ Friends and Family Test | MMCD |
| Agenda Item 3: | DNA Statistics Q1 2022/2023 | SR |
| Agenda Item 4: | PATCHS – new online consultation service <ul style="list-style-type: none"> ▪ How to communicate the move from eConsult to PATCHS | SK |
| Agenda Item 5: | Primary Care Network (PCN)/Federation PPG <ul style="list-style-type: none"> ▪ SJWMP PPG Members are invited to join | MMCD |
| Agenda Item 6: | Newsletter for Patients <ul style="list-style-type: none"> ▪ proposal for PPG Quarterly Newsletter | MMCD |
| Agenda Item 7: | Any other business (AOB) | |

Agenda Item 1: Introductions & Review of Meeting Action Points, 25.02.22

JG welcomed members of PPG and opened the meeting.

MMCD reviewed Meeting Action Points from 25.02.22:

- Patient Complaints – to be addressed- Item 2
- Patient Surveys – to be addressed - Item 2
- DNA Statistics – to be addressed - Item 3
- eConsult User Guide – on hold, see Item 4
- Update Terms of Reference – MMCD confirmed all current members have agreed to the updated Terms of Reference. All new PPG candidates are sent a copy of the Terms of Reference at the point of joining.
- Update Practice Website – MMCD thanked the members for the website update recommendations. The Practice is in the process of updating the website accordingly.
- PPG Meeting forum – Completed with a Hybrid meeting arranged for 19.07.22

Agenda Item 2: Patient Feedback /Complaints Jan '22 – June '22

Complaints:

The Practice received 17 complaints during the period of Jan 2022 – July 2022. Of these, three were upheld, one was partially upheld and eleven were not upheld.

MMCD provided a synopsis, anonymously, of the complaints upheld and partially upheld together with the action taken by the Practice and the learning taken to prevent future incidences of a similar nature. MMCD outlined one example of a complaint not upheld, anonymously. PPG members commented that the complaints were not of a serious nature.

KC queried how complaints are classified. MMCD to clarify with Practice Manager and share with PPG.

Regarding complaints about the time it takes to contact the Practice by phone, SK advised that Monday mornings have the longest waiting times on the phones, 30 minutes approximately. This reduces to approximately 6-7 mins by Monday afternoon and for the remainder of the week.

Patient Feedback:

MMCD confirmed there are currently two patient feedback streams:

- NHS Friends and Family Test
Forms available in Practice waiting areas
- Patient Engagement Feedback
Central London Healthcare (CLH) are coordinating these feedback questionnaires. Patients are contacted via SMS with a link to complete the questionnaire. MMCD confirmed a poster can be found on the notice board in Practice waiting area with QR code linking to the feedback form.
RF and DH advised they did not receive the feedback SMS following recent visits to the Practice. MMCD to contact CLH and clarify when/how patients are contacted.
MMD to query the potential of hardcopies of the questionnaire being made available for patients who do not have online access.

PPG members agreed no requirement for a further PPG Patient feedback questionnaire at this time. MMCD to find out how to make feedback available to PPG members and patients.

Agenda Item 3 - DNA Statistics Q1 2022/2023:

DNA = Did Not Attend

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MMCD apologised –DNA statistics to be raised at next meeting.

SK commented that there are numerous reasons why a patient may miss an appointment at short notice and clinicians use this time to complete other tasks and duties, therefore the time is not wasted.


Agenda Item 4 - PATCHS:

St Johns Wood Medical Practice (SJWMP) moved to PATCHS on 8th July 2022, with all Practices within North West London Integrated Care System (ICS). During the first week of going live SJWMP received 315 PATCHS consultations, 40% of the total in Westminster.

SJWMP is a PATCHS 'Champion' practice and is currently trialling the artificial intelligence (AI) component which asks relevant questions based on information provided by patients in the free text boxes.

Patients who call the Practice are being made aware of PATCHS by the Reception team. SK stressed PATCHS is not a barrier to GP contact and anyone unable to access PATCHS can leave a message with reception.

The benefits of PATCHS to patient experience:

- Once registered patients can access PATCHS with email address and password. SK acknowledged the 'Patient End User Licence Agreement' is a long document at five pages. SJWMP cannot alter the licence agreement but will inform Reception staff so they are aware when talking to patients.
- PATCHS is much simpler to use than eConsult. The online consultation asks three/four core questions which are answered by free text. No irrelevant tick box questions.
- Patients may be asked four additional questions, based on AI, but these can be skipped.
- Documents and pictures can be attached by clicking  located to the side of free text boxes. SK will feedback to PATCHS that this function needs to be made clearer.
- a quicker response
- Option to view form in multiple languages will be made available – date unconfirmed

PPG members to create a PATCHS user guide/video. JG and KC kindly volunteered. SK suggested JG create test PATCHS communication, labelled as a test, and FAO Saul.

KC queried possibility of streamlining multiple patient systems i.e. PATCHS, NHS APP, Online Services. SK to raise with CLH GP Federation. SJWMP will ask the Primary Care Network (PCN) if it is possible to produce a communication for patients explaining how and when to use the different platforms.

Agenda Item 5: Primary Care Network (PCN)/Federation PPG

Central London Healthcare (CLH) GP Federation PPG are recruiting members. The proposed structure is, as follows:

- The Primary Care Network (PCN) PPG Level
To consist of PPG Representative from 8-10 practices - to meet quarterly
- Federation (CLH) PPG Level
Representative from the PCN PPGs - to meet bi-annually

If anyone would like to volunteer to advise MMCD who will pass on details to our PCN lead. Ideally they would like one volunteer per Practice PPG.

SK and DB queried if the PCN/Federation PPGs will meet virtually. Both had a preference to face to face meetings. MMCD to clarify.

Agenda Item 6: Patient Newsletter

The PPG agreed to produce a quarterly Patient Newsletter. MMCD to provide PPG members with a draft version to be amended/updated as appropriate.

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DB, KC, CS, GD, SK and JG all kindly volunteered for newsletter production – thank you! JG to liaise with volunteers – potentially rotate in groups of 2/3 members per quarterly newsletter. Proposed date for Summer issue agreed for mid–August which DB kindly volunteered for.

Agreed the newsletter will be made available on the Practice website, notice board in waiting area and hardcopies available at Reception area.

Discussed potential of making the newsletter available to patients who do not come into the Practice and are unable to access online. Suggestions:

- post the newsletter to all patients without an email address
- add a note to Flu SMS with instructions of how to get a copy
- potentially customise PATCHS at a Practice level and add a note regarding the newsletter

MMCD will liaise with SR to review the suggestions outlined.

SK advised Age UK run programmes to teach/support people to feel confident and safe online. This will be added to the first edition of the newsletter.

Agenda Item 7: AOB

DH queried date of next Care Quality Commission (CQC) visit. SK confirmed the last CQC visit was four years ago. CQC has been reviewing ‘clinical indicators’ remotely due to Covid. As yet CQC has not provided date of next visit and usually do not provide much notice.

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

Next meeting:

- **TBC (PROPOSE 14TH OCTOBER 2022, 1PM, HYBRID).**

Action Points

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| Patient Complaints | <ul style="list-style-type: none">▪ MMCD to clarify with Practice Manager how complaints are classified. To share with PPG.▪ To review complaints at PPG meeting twice yearly |
| Patient Feedback Questionnaire | <ul style="list-style-type: none">▪ MMCD to contact CLH and clarify when/how patients are contacted.▪ MMCD to query possibility of making hardcopies of the questionnaire available for patients who do not have online access.▪ MMCD to establish how patient feedback for the survey can be made available to patients |
| DNA Statistics | <ul style="list-style-type: none">▪ SR to collate DNA statistics for Q1 2022/23 – SR will present at the next PPG Meeting |
| PATCHS | <ul style="list-style-type: none">▪ MMCD to advise Reception staff regarding length of Patient End User Licence Agreement document▪ SK to feedback to PATCHS that function to add documents/pictures needs to be made clearer▪ JG & KC to create PATCHS user guide/video for patients |

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| | <ul style="list-style-type: none">▪ Streamlining patient communication platforms. SK to raise with CLH GP Federation▪ MMCD to contact PCN to request a form of patient communication for the different platforms available so patients know what to use when |
| Primary Care Network (PCN)/Federation PPG | <ul style="list-style-type: none">▪ MMCD to clarify if PCN/Federation PPG meetings will be virtual and inform PPG. |
| Patient Newsletter | <ul style="list-style-type: none">▪ DB to contribute towards August newsletter▪ JG to liaise with volunteers for newsletter and confirm working group for Summer Issue. To be completed mid-August.▪ MMCD/SR to review suggestions made to make newsletters available to those without online access and who do not come into the Practice. |