

**Patient Participation Group (PPG) Meeting 25.02.2022 Minutes – Online Meeting**

**Staff Attended**

Dr Saul Kaufman (SK)  
 Sharon Ryan (SR) - Practice Manager  
 Michelle McDonagh (MMCD) - Clinical Coordinator  
 Poppy Williams (PW) - Clinical Coordinator  
 Karma Sylvester (KS) - Clinical Coordinator

**PPG Members:**

Joyce Green (JG) - PPG Chair  
 David Brown (DB) - PPG Member  
 Richard Farr (RF) - PPG Member  
 Katarina Culham (KC) - PPG Member

<b>Agenda Item 1:</b>	Welcome / Introductions	JG
<b>Agenda Item 2:</b>	New Practice Staff	MMCD
<b>Agenda Item 3:</b>	<ul style="list-style-type: none"> <li>▪ Practice response to Covid-19 pandemic</li> <li>▪ eConsult usage</li> <li>▪ Clinical appointment DNA statistics</li> </ul>	SK/SR
<b>Agenda Item 4:</b>	<ul style="list-style-type: none"> <li>▪ How can the PPG support the Practice / PPG meetings in 2022</li> <li>▪ Review of PPG Terms of Reference &amp; PPG information on Practice Website</li> <li>▪ PPG Membership</li> </ul>	JG
<b>Agenda Item 5:</b>	AOB <ul style="list-style-type: none"> <li>▪ PPG Event 09.02.22 - feedback from anyone who attended</li> <li>▪ Central London Healthcare Patient Feedback Survey</li> </ul>	MMCD

**Agenda Item 1: Introductions & Meeting Principles**

JG welcomed all members of PPG and opened the meeting.

**Agenda Item 2: New Practice Staff**

MMCD announced the following staff changes:

- Dr Ajay Bassi – joined the Practice on 1<sup>st</sup> November 2021
- Poppy Williams – PW joined the Clinical Coordinator team in September 2021, moving from the Reception team
- Karma Sylvester – KS joined the Clinical Coordinator team in January 2022, moving from the Admin team.

St Johns Wood Medical Practice

MMCD also informed the group of the Administration and Reception team merger in order to provide a more streamlined provision of support to our patients. 2 new members of staff have been recruited to the Administration/Reception team.

### **Agenda Item 3:**

#### **Practice response to Covid-19 Pandemic:**

SK explained that at the start of the Pandemic in 2020 the Practice moved to total triage. The doors were closed for a short period to discourage patient walk-ins and the majority of chairs were removed from the waiting room.

SR advised that Practice registrations increased during the pandemic, largely explained by local residents keen to have a NHS number for NHS support and vaccination purposes.

The Practice is now open as normal. The waiting area is not as busy as pre-Covid times due to the use of eConsult / telephone triage. Practice staff wear masks in communal areas and during patient consultations and continue to social distance.

Vaccination Rates within Westminster – SK explained the vaccination rates in Westminster at the start of the vaccination programme were some of the lowest in the Country. This may be explained by the patient population in this area who were overseas/at second home properties and vaccinated elsewhere. Conversely, the uptake of the Booster vaccination in Westminster relative to the rest of the country is closer to the highest – evidence that residents who were residing in Westminster at the time were being reached and taking vaccinations.

SR explained that for a period of time there was an increase in confrontational behaviour towards staff members, particularly the Reception team. It is recognised that there was a societal change in behaviour due the stress and anxiety caused by the pandemic - over time the general conduct towards staff has improved. SR explained the majority of patient complaints during this time were Covid-19 related i.e. access to vaccinations when not yet eligible, vaccination coding issues. SR will collate patient complaints during the next 6-month period for a truer reflection and present these to the PPG Group anonymously in July 2022 for comments and feedback.

#### **eConsult:**

SK shared the January 2022 eConsult usage statistics with the group – copy attached.

eConsult is the preferred method for patient contact where possible and appropriate and can be accessed via the Practice website. SK explained the eConsult form is a standard form used across NWLCCG Practices and we are unable to change/amend the question format.

Prior to eConsult the Practice received on average 350 telephone calls on a Monday. The Practice now receives approximately 90 eConsults and 250 telephone calls on Mondays. SK advised as a result the GPs can work more efficiently and it is much easier for patients to reach the Practice via telephone for urgent queries.

eConsults are received by a centralised eConsult team and then distributed to the Practice. On average 1/3 of eConsults are forwarded for GP/Nurse/HCA appointments, 1/3 are directed for clinician phone calls (which are often converted to GP face-to-face appointments) and 1/3 are forwarded to other Practice staff i.e. admin/clinical coordinators.

SK stressed eConsult is not a barrier to GP contact. Patients unable to access eConsult can leave a message with reception. Urgent queries will be dealt with on the same day – routine queries will be added to the diary for a next day response. JG suggested an eConsult user guide would be useful for patients who are unfamiliar/unsure of the process and JG and KC volunteered to design a guide.

#### **DNA Statistics:**

SK shared the following Clinical DNA statistics:

01.01.2021 – 01.07.2021	861 DNAs
02.07.2021 – 31.12.2021	890 DNAs
01.01.2022 – 11.02.2022	198 DNAs

SR advised these may not be a true reflection i.e. appointments may have been converted to telephone consultations to avoid patients having to attend in person unnecessarily. SR will monitor DNA statistics for Q1 in 2022/23 and will present these at the next PPG meeting.

#### **Agenda Item 4:**

##### **How can the PPG support the Practice / PPG meetings in 2022 / Review of PPG Terms of Reference & PPG information on Practice Website**

It was agreed the PPG Terms of Reference should be reviewed and updated, so that the PPG role and Practice commitment can be more clearly defined. DB & RF volunteered to review and update the Terms of Reference by 18<sup>th</sup> March. SR/JG/MMCD will then review. The finalised version will be distributed to the group in April 2022. The group will be asked to confirm acceptance and continued desire to remain a member. SR reiterated the importance of members working together as a group and not using the forum for personal agendas.

JG highlighted the PPG information on the Practice website is also outdated. DB & RF will review the website and highlight areas to be removed/updated.

It was agreed that a combination of face-to-face and online meetings allow wider group participation in meetings. MMCD/SR will investigate the possibility of hybrid meetings going forward, depending on room and equipment availability.

Patient Surveys – MMCD agreed to look at patient survey platforms should the group wish to run a patient survey in 2022. MMCD advised that Healthcare Central London are currently running a patient experience survey amongst Practices in the GP Federation. The questionnaires can be completed via QR code, weblink and hardcopy.

#### **Agenda Item 5: AOB**

##### **PPG Meeting hosted by HCL and Healthwatch – 09.02.22**

No feedback provided.

##### **Central London Healthcare Patient Feedback Survey**

Patient experience survey. Can be completed via QR code, weblink or hardcopy. A poster with the QR code will be made available in the waiting area. Hardcopies will be made available at the Reception desk.

**Next meeting:**

- TBC (likely July 2022).

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

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**Action Points**

Patient Complaints	<ul style="list-style-type: none"><li>▪ SR to collate patient complaints during the next 6-month period and present anonymously at the next PPG meeting for comments and feedback.</li></ul>
eConsult User Guide	<ul style="list-style-type: none"><li>▪ JG &amp; KC to design eConsult user guide for patient use. Completion date end March 2022.</li></ul>
DNA Statistics	<ul style="list-style-type: none"><li>▪ SR to collate DNA statistics for Q1 2022/23 – SR will present at the next PPG Meeting</li></ul>
Terms of Reference	<ul style="list-style-type: none"><li>▪ DA &amp; RF to review and update Terms of Reference – completion date 18.03.22</li><li>▪ Updated draft to be reviewed by SR/JG/MMCD by start April 2022</li><li>▪ MMCD to distribute finalised version to the PPG group. Members will be asked to confirm acceptance and continued desire to remain a member</li></ul>
PPG Information on Practice Website	<ul style="list-style-type: none"><li>▪ DB &amp; RF to review the website and highlight areas to be removed/updated.</li></ul>
PPG Meetings	<ul style="list-style-type: none"><li>▪ MMCD/SR to investigate the possibility of hybrid meetings – dependant on room and equipment availability.</li></ul>
Patient Surveys	<ul style="list-style-type: none"><li>▪ MMCD to investigate online survey platforms. MMCD will present at next PPG Meeting</li></ul>