

Patient Participation Group (PPG) Meeting 03.02.2023 Minutes – Hybrid Meeting

Staff Attended

Dr Saul Kaufman (SK)
 Practice Manager - Sharon Ryan (SR)
 Clinical Coordinator - Michelle McDonagh (MMCD)

PPG Members:

Joyce Green (JG) - PPG Chair
 DB - PPG Member
 CS - PPG Member
 CLS - PPG Member
 RF - PPG Member

Apologies:

GD, SVK, DH, KC, PH, DA

Agenda Item 1:	Welcome / introduction for new PPG members Review of Meeting Action Points, 25.11.22: <ul style="list-style-type: none"> ▪ Patient Complaints – review diarised for next meeting ▪ Patient Feedback Survey – see item 3 ▪ PATCHS user feedback – see item 4 ▪ Practice Website – SK to contact NHS NWL Integrated Care board ▪ TOR – updated ▪ Patient Newsletter – see item 5 ▪ Patient Policies and Resources review and Veteran Friendly status– see item 6 ▪ Phone message – review ▪ Meeting dates 2023 	JG MMCD
Agenda Item 2:	Guest Speaker - Lorraine Johnson, One Westminster Social Prescriber	LJ
Agenda Item 3:	Patient Feedback Surveys & Open Evening <ul style="list-style-type: none"> ▪ Update on results collated for 2022/23 ▪ Promotion of Open Evening 	MMCD/SR
Agenda Item 4:	PATCHS <ul style="list-style-type: none"> ▪ Updated PATCHS user feedback 	MMCD
Agenda Item 5:	PPG/Staff Autumn Newsletter <ul style="list-style-type: none"> ▪ Volunteers and content ideas for Winter issue <ol style="list-style-type: none"> 1. Promote NHS choices as a patient feedback platform ▪ Social prescriber support 	JG
Agenda Item 6:	Projects <ul style="list-style-type: none"> ▪ Patient Policies and Resources – members to review in 2023. Volunteers: CS, DB, DH, SVK ▪ Veteran Friendly Status 	SR
Agenda Item 7:	Any other business (AOB)	

Agenda Item 1: Introductions & Review of Meeting Action Points, 25.11.22

JG welcomed members of PPG and opened the meeting.

MMCD reviewed Meeting Action Points from 25.11.22:

- Practice Website – SK has contacted NHS NWL Integrated Care board. Awaiting response.
- Phone message – SVK kindly provided wording for the telephone message which has been agreed by the partners and will be recorded in due course. SVK is aware.
- Future PPG meeting dates: 12pm on 28th April, 7th July, 6th Oct.

Agenda Item 2: One Westminster Social Prescribe

Lorraine Johnson gave a presentation explaining the role of the Social Prescriber. To access support requires a referral which can be done by anyone in the Practice. **Copy of presentation to be forwarded to PPG once consent from One Westminster received.**

SK explained funding of £6million available for Westminster Primary Care Networks (PCN) to allocate to 'additional reimbursement roles' which includes roles such as the Community Pharmacy team, Health Navigators and the Social Prescriber team. A National 2% target is in place to refer to social prescribing. LJ confirmed the Social Prescriber team are subject to auditing and use evaluations and case studies to demonstrate the impact of the service.

LJ advised a service directory is available on the One Westminster website for anyone who wishes to use the service or volunteer their time/finances to support local services. To find out more about the volunteering roles see <https://www.onewestminster.org.uk/volunteering/want-volunteer-westminster>. SK advised Local Authority Community Champions are community members who volunteer to promote health and wellbeing in their area. Anyone interested in volunteering or finding out more can contact Lesley Derry at lderry@westminster.gov.uk

LJ provided cost of living support information – a copy will be shared with the PPG and made available on the Practice website.

Patient Education Evening - LJ & MMCD liaising to arrange a date for the Patient Education evening in May. MMCD to update members once confirmed. Podcast suggested as a follow-up to the educational evening, to be made available on the Practice website and reach more patients. CS volunteered to interview LJ.

Agenda Item 3 - Patient Feedback Survey & Open Evening

Patient feedback will be presented at the Patient Open Evening on 8th March 2023. MMCD shared feedback results from the NHS GP Patient Survey and Healthcare Central London (HCL) survey.

Feedback comments from HCL Survey: CS, DB and RF volunteered to review the anonymous patient feedback comments on 08.02.23 to identify a) examples of where the Practice is excelling with supporting comments b) examples of where the practice can improve the patients experience with supporting comments c) any other trends/feedback the working group wish to highlight with action plan suggestions. Agreed completion date 17.02.23.

Open Evening - MMCD to present feedback results, PPG Chair, JG, to introduce the PPG and present the action plan. MMCD & JG to liaise regarding the finalised Action Plan. The proposed Action plan will be made available to the PPG.

Open evening will be promoted via posters in the Practice and on the website. Staff will be aware. Due to capacity, patients will be asked to RSVP with a maximum attendance of 20. 2/3 PPG members to volunteer to meet & greet patients on arrival.

Agenda Item 4 – PATCHS FEEDBACK

SK advised approximately 1/3 of patient contact is via PATCHS with 5850 registered users at the practice.

The current patient user score for PATCHS as a system is 4.1 out of 5.

Agenda Item 5: PPG/Staff Newsletter

A special edition newsletter was issued on 02.02.23 to announce the retirement of Dr Steven Charkin. The newsletter was emailed to PPG members 02.02.23, hardcopies will be posted to SVK. SR agreed to speak to Dr Charkin about taking part in a farewell podcast interview with PPG members CS and JG.

Next newsletter issue is diarised for April 2023. It was agreed PPG members will drive the newsletter content with the practice to add items dependant on current clinical drives/practice information. MMCD to provide a copy of the last PPG/Staff newsletter as a template and add proposed newsletter issue dates to the meetings diary.

MMCD to create a template of PPG meeting dates and proposed dates for newsletter issues.

Agenda Item 6: Projects

PPG members to review patient policies, checking the policies are patient friendly and that relevant pathways can be easily understood. This work will continue throughout 2023, as SR is able to make policies available, with a desired completion date of October 2023.

The first policy to be reviewed is the Veteran Friendly Status policy for ex-military members. The policy is currently being reviewed by SR and Dr Edward Leigh, Adult safeguarding lead for the Practice. SR will make this available to the group for review and comments.

Agenda Item 7: AOB

- PPG members expressed their thanks to Dr Charkin for a lifetime of dedicated service to his patients and to the practice. We wish him good health and happiness in his retirement.

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

Next meetings:

- 28th APRIL 2023, 12PM, HYBRID
- 7th JULY 2023, 12PM, HYBRID
- 6th OCTOBER 2023, 12PM, HYBRID

Action Points

<p>Social Prescribing</p>	<ul style="list-style-type: none"> ▪ MMCD to share Cost of Living support information with PPG members and add to the Practice website. ▪ Patient Education Meeting - LJ & MMCD liaising to arrange a date for the Patient Education evening in May. MMCD to update members once confirmed. ▪ Podcast – CS & LJ to action. MMCD will share contact details, with prior consent
<p>Patient Feedback & Open Evening 08.03.23</p>	<ul style="list-style-type: none"> ▪ CS, DB and RF to review the anonymous patient feedback comments on 08.02.23 to identify a) examples of where the Practice is excelling with supporting comments b) examples of where the practice can improve the patients experience with supporting comments c) any other trends/feedback the working group wish to highlight with action plan suggestions. Agreed completion date 17.02.23. ▪ JG & MMCD to liaise to finalise the Action Plan ▪ 2/3 PPG volunteers to meet and greet at the Open Evening ▪ MMCD to create a poster
<p>Patient Newsletter</p>	<ul style="list-style-type: none"> ▪ SR to discuss potential farewell PPG podcast with Dr Steven Charkin ▪ PPG to lead on newsletter content and practice to add items dependent on current clinical drives/practice information. ▪ MMCD to provide a copy of the last PPG/Staff newsletter as a template and add proposed newsletter issue dates to the meetings diary.
<p>Projects - Policy</p>	<ul style="list-style-type: none"> ▪ SR to make Veteran Friendly Status policy available to PPG members for review. ▪ SR to make other patient policies available for review throughout the year, desired completion date for review is October 2023