

AGENDA - PATIENT PARTICIPATION GROUP MEETING

Venue: Hybrid – in person at HCL Chapel Street and online

Date: 26th April, 2024

Time: 12.30pm – 1.30pm

Practice Staff:

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

PPG Chair: - Joyce Green (JG)

Members: - DB, DH, SVK,GD

1. Octopus Update from Saul Kaufman.

- a. SK provided an overview of the aims and goals of Octopus which is part of the Integrated Neighbourhood Team (INT) to improve Patient/Residents Care and decrease Health Inequalities. The ambition of Octopus is to make a real difference within the community. Please see attached documentation for further information.
- b. SK advised that the PPG could contribute by sense checking and challenging what Octopus are doing and if they think it's a good project telling other local residents as it is a collaborative effort.

2. Same Day Access

- a. Same Day Access is aimed at ensuring that patients have access to the right person when they need it. SK advised that the same day access initiative is no different to what we are currently doing in our practice.
- b. Whilst communication on same day access has not been ideal, SK assured PPG that practice was operating as normal. Agreed that no further communication on same day access to patients was required.

3. Telephony

- a. The new telephony system will go live on June 4th. The key improvements will be:
 - i. Patients will be able to use a call back service if they don't want to wait online whilst at the same time not losing their place in the queue.
 - ii. Patients will be able to cancel appointments via the phone system – but this is unlikely to be operational when we launch. SR to advise when this service will go live.
 - iii. Healthcare Central London (HCL) which is a federation of 32 GP practices in London,
 - iv. will be able to step in at times of high demand or staff shortages and help man the phones.

4. Patches

- a. MMCD to provide % of people using Patches at the surgery.
- b. MMCD to ask whether Patches can delay requesting feedback until the enquiry is closed rather than during the enquiry.
- c. MMCD to check what patient feedback we can get on Patches.
- d. SR advised that Patches would only be available to patients from 08.00 – 18.30. DB to write paragraph to be included on website advising patients of availability hours for Patches.

5. Website

- a. DB to write paragraph on the PPG for the website.
- b. Agreed to place 12 months of PPG meeting minutes onto the website.
- c. JG to write short paragraph on the different online services for the website.

6. Newsletter

- a. Agreed that PPG will write a spring newsletter by 21/5. JG to coordinate the newsletter.
- b. Topics to include are:
 - i. Telephony (JG)

- ii. Patches (JG)
- iii. Spring Booster/Shingles (JG)
- iv. Patient feedback (DB)
- v. PPG activities (DB)

7. Patient Feedback

- a. New data has now been received. DB to contact GD to prepare the analysis and include in the newsletter.

8. Meetings

- a. Agreed to hold a **Patient Open Evening** on 16th October from 18.30 – 19.30. To discuss at next meeting agenda items but initial thoughts are Octopus, Patches, Patient Feedback. JG to add to agenda for next PPG meeting.
- b. Even though the last 2 events had no responses, it was agreed to hold one more ‘Ask Practice Manager’ event. SR to advise date.
- c. Agreed to consider holding specific evenings dedicated to topics of patient interest. Topics that might be of interest are listed below. SR/MMCD to investigate whether they can get speakers for any of the topics below.
 - i. Menopause
 - ii. Sleep
 - iii. Baby Clinic
 - iv. Stress

9. Next PPG meeting

- a. The next PPG will be Face to Face in the evening on Tuesday 9th July from 18.30 – 19.30.

Action Points:

Telephony	<ul style="list-style-type: none"> ▪ SR to advise when cancellation service on the new telephone system will be available
Patches	<ul style="list-style-type: none"> ▪ MMCD to provide % of patients using Patches at the practice. ▪ MMCD to ask Patches if can delay request for feedback until end of enquiry. ▪ MMCD to ask what patient feedback we can get
New Website	<ul style="list-style-type: none"> ▪ DB to write paragraph on Patches access hours. ▪ DB to write paragraph on PPG. ▪ JG to write paragraph on different online services available. ▪ SR to load 12 months of PPG minutes onto website
Newsletter – Spring 2024	<ul style="list-style-type: none"> ▪ JG to coordinate. ▪ DB to write sections on patient feedback and PPG
Face to Face Patient Meetings	<ul style="list-style-type: none"> ▪ MMCD/SR to investigate for which topics we can get speakers
Ask Practice Manager	<ul style="list-style-type: none"> ▪ SR to fix date
Patient Feedback	<ul style="list-style-type: none"> ▪ DB to organise with GD.