

AGENDA - PATIENT PARTICIPATION GROUP MEETING

Venue: In person at Surgery

Date: 9th July, 2024

Time: 18.30pm – 19.45pm

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 (part), SVK, GD, NM, JW

1. Telephony

- Kunle Awosanya from Healthcare Central London (HCL) explained to the PPG about the new Digital Cloud telephony system which is integrated with the practice clinical system. The new system has multiple features which will improve efficiency of the practice.
- The new system was installed at the practice in June and will enable the following:
 - a) Queue positioning
 - b) Call back
 - c) Detailed reporting that will enable the practice to monitor key metrics such as average call length, waiting time, queue data number of calls by time, by weekday etc. Agreed to review the reports in a couple of months and then agree to take action where necessary
- There are other new features on the road map which will be implemented at a later stage. These are:
 - a) Appointment cancellation
 - b) Call answering overflow to be transferred to HCL

2. Practice Website

- We reviewed the website action plan.
- Agreed to retain the current PPG copy on the website.
- Agreed to remove the PPG form currently on the website and ask people if interested to contact the practice and then send them relevant information as per current practice
- Pictures on the website. It was suggested to consider taking pictures inside the surgery and use this on the website. However, it was agreed that this was a lower priority and will be raised again towards the end of the year.
- Agreed to add Circus Road entrance opening to the news section of the website.

3. October 16th Open Evening

- Open Evening will take place on Wednesday October 16th from 18.30 – 19.30.
- A subgroup of GD, SVK, NM and JG will work on the communications and aim to start communications mid-August:
 - a) Agreed to distribute leaflets in pharmacy and library
 - b) Prepare posters/leaflets for reception and GP doors
 - c) Ask for RSVP either via email or via reception
- SR to contact the hospital to see if they have a large screen we could use
- Agenda items. The following was agreed:
 - a) SK to talk for approx. 20 mins with Q & A on following topics:
 - Covid
 - How current NHS problems/issues affect the practice and how they operate
 - What's new at the surgery – list of innovations in the last 3 years
 - Octopus

- Patchs
- b) Patient Feedback report to be presented by a member of the PPG

4. PATCHS

There was a discussion on PATCHS with some people feeling that is difficult to use. Agreed that a step-by-step guide would be helpful. SK to check if HCL can prepare a step-by-step guide.

5. Patient Feedback

Current data is being received sporadically. There was a discussion as to best way to present this data at the October meeting so that it is meaningful and easy to understand when we are presenting, especially if we do not have a screen.

6. AOB

- Need to review number of agenda items for next meeting to ensure that we can cover relevant items in depth.
- Agreed to add Social Prescribing as a feature in the next newsletter

Action Points:

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| Telephony | <ul style="list-style-type: none">▪ SR to distribute updated telephony report to next meeting so that we can review the data▪ SR to review queue data and agree when to add in call back message |
| New Website | <ul style="list-style-type: none">▪ SR to remove current PPG form from website and replace with message to contact the surgery if interested in joining the PPG▪ SR to add Circus Road entrance opening to news section of website |
| October 16 th Meeting | <ul style="list-style-type: none">▪ Subgroup to prepare poster/leaflets for distribution from mid-August▪ SR to ask hospital if they have a large screen we can use |
| Patchs | <ul style="list-style-type: none">▪ SK to check if HCL can prepare a step-by-step guide for PATCHS |
| Patient Feedback | <ul style="list-style-type: none">▪ DB/JG to discuss way forward to present the data |
| Agenda for next meeting | <ul style="list-style-type: none">▪ SR/MMCD/JG to discuss next reducing number of agenda items for next meeting |