

Minutes from the PPG (Patient Participation Group)

Homestead Medical Centre

07/12/2022

Persons present

Practice Personnel

- Dr K D Rogbeer (Dr R}
- Dr O A Irelewuyi (Dr I)
- Dr M D Prabhu (Dr P)
- Mrs Sarah Huskins Practice Manager (SH)

The following persons are registered patients with the practice (RP)

- Mr [REDACTED] (IC)
- Mr [REDACTED] (BC)
- Mr [REDACTED] (JR)
- Mrs [REDACTED] (SS)
- Ms [REDACTED] (MN)
- Mr [REDACTED] (NJ)

Minutes

Meeting commenced at 1704hrs

Introductions

- Introductions were made by those present

Apologies and Attendance

- No apologies were recorded and an attendance register was completed by those present

Previous Meeting Minutes

- No minutes were offered from the previous meeting.

Patient Chair – Item 1 on the agenda

- SH explained the role of the PPG within the practice and requested that a chairperson be found from the RP and that minutes should be co-ordinated and recorded by a member of the RP. It was agreed that the RP would discuss this after the meeting amongst themselves. A discussion was held on how members of the RP could encourage other patients to attend.

Voice Connect – Item 2 on the agenda

- SH gave an explanation of the new system “Voice Connect” which was a dedicated 24/7 accessible telephone number (01924 663064) for patients to place a repeat prescription order. This has been brought in following feedback received and the plans for paper requests to cease from early 2023. Patients are to be given a unique 6 digit code for their sole use in making any requests. There were a few concerns raised – noted as follows:-
- JR raised concerns about parts of the population being excluded by their lack of access to technology and/or lack of ability to use the internet or complicated telephone systems. These points were noted.
- Reluctance by some patients to use automated systems
- Possible duplication and confirmation that the request had been placed
- Making patients aware of this change.
- Language options for patients who wished to hear the phone instructions in their native tongue

Answers given by the Drs and SH

- Help would be offered by receptionists if needed initially and the option 2 on the main practice phone number would continue at the advertised times
- The SystmOne online and Voice Connect were not interlinked but through a doctor signing off prescriptions the SystmOne online would be updated. The practice is aware some patients may call a few days after placing the request for confirmation. SystmOne online will continue to be available as an alternative method for prescription requests.
- The Practice Newsletter, latest copy dated winter 2022 will be used to advertise this new phone number as well as publications on notice boards within the practice and on the Homestead main web page.
- SH was aware of further software to enable language options but this is currently not an option based on costings.

Friends and Family Test Results – Item 3 on the agenda

6) Three double sided pages of feedback had been attached to the agenda detailing PPG Feedback for October 2022 to November. The feedback was given through follow up text messages to patients who attended appointments. 535 questionnaires had been completed electronically and 1 on paper.

84% of the feedback indicated a **very good score**

9% good

1.4% poor

2.6% Very poor

3% no indication

SH updated the group on how she dealt with feedback and that the main source of engagement with patients was through the NHS Choices website. Comments left on the google webpage were not responded to as it is not a contractual requirement.

SH mentioned that practice results in the national patient survey were poor, however the feedback from the friends and family results was much more relevant and productive as the information is provided by patients who have actually attended the practice.

Coffee Mornings – Item 4 on the agenda

SH gave some background and history on coffee mornings and also explained where the gatherings could be held. In the past guest speakers had been invited. The meetings had stopped following the Covid 19 pandemic.

Points raised

- When could a coffee morning next be planned
- Advertising the event
- Times and days of the week being varied
- Saturday meetings
- Linked to booster programme attendance
- The use of another name instead of “Coffee Mornings”

Answers given by the Drs and SH

- January was the next feasible date

- Advertising through posters , newsletters and updates on the Practice webpage
- Events can be held at any time of the day Monday to Friday during normal Practice opening times
- There are not sufficient resources to work outside of a Monday to Friday timetable
- In 2023 it is possible when the practice has opening times on a Saturday for Flu / Covid boosters that an event could be planned alongside
- No other names suggested at this time. Carried forward

Other points – It was discussed that a PPG Open event could be trailed in January to explain the workings of the PPG and hopefully gain some new members.

AOB

- The times shown on the Google page need updating. NJ to liaise with SH
- BC asked about call backs when patients are held in a long queue
- SH was meeting with other members from local PPG and would update the group on any findings of interest.
- JR was actioned with visiting another PPG to see how they operate.
- Notice Board in reception – a dedicated notice board for PPG is available for advertising. It was requested (After the meeting had closed) by SS that we are allowed to use a more prominent board which faces the entrance, just before visitors turn right and enter the seating area.
- PPG member appeared keen to conduct feedback surveys in person with patients prior to their appointments on mornings which are busy. SH asked that the PPG liaise with her so she can advise which are the better days and times to attend.

Next Meeting planned for Wednesday 8th March 2023.

Update from Meeting amongst PPG attendees

It was agreed that JR and NJ would alternate as Chair and IC and SS would alternate as minute taker.

A Whatsapp group has been set up by the RPs for the purpose of better communication and sharing of ideas as well as being used to co-ordinate organising events.

Emails have also been exchanged to allow word documents to be shared

Meeting closed at 1830 hrs