Hanley Primary Care Centre

PPG (PATIENT PARTICIPATION GROUP)

(Meeting Minutes – 6th May 2021)

**Opening:**

The virtual meeting of the Patient Participation Group (PPG) for Hanley PCC took place between 6.00pm-7.00pm on Thursday 6th May 2021 due to corona virus pandemic.

**Present:**

Hanley PCC: Dr Mandavia, Dr Pannick, Sahidul Islam (PM), Imogen Munro(NA), Joanna Gajzler(APM), Sindhu Balakrishnan(RM)

From Registered Patients: , Miss AM, Mr DC, , Ms AK, Representative Of Hanley Gardens 19 And Hanley Gardens 24

**Introduction Agenda:**

Imogen Munro opened the meeting by introducing herself and attendees from the Surgery and the importance of the meeting to improve services to the patient by facilitating regular communication between the practice and patients. Also thanked all present for attending the Patient Participation Group meeting of Hanley PCC.

Also advised of the staff changes that are:

Sahidul Islam appointed for Practice Manager in November 2020.

Informed about current clinical team at Hanley:

3 permanent doctors working a variation of sessions Monday- Friday, 1 doctor working 4 sessions but shortly will be moving to another practice, 1 pharmacist, 2 Physician Associate, 1 Practice Nurse, 1 Nurse Associate, 1 Trainee Nurse Associate and 2 HCA.

Recruitment of 2 permanent doctors – joining in July.

**Aims:**

* To foster effective communication between the practice and its registered patients
* To encourage patient engagement in the development of the practice

**Objectives:**

* To establish a clear and effective communication route between the surgery, and its patients.
* To work in partnership with the practice to help patients take more responsibility for their health.
* To contribute to the continuous improvement of services and quality of care, and in the monitoring of current provision and levels of patient satisfaction.
* To provide practical support for the practice and help to implement change.
* To challenge and support the Practice, to improve service delivery.
* To work towards a membership representative of the patient population.

**Ground Rules:**

* It is important that we support each other to participate in the group
* Encourage each other to share experiences and views of services
* Be considerate with ideas
* Be non-judgemental
* Allow each other time to speak and consider one anthers needs
* Confidentiality – issues, comments should not be discussed outside the meeting without group consent

**Meeting Proper**

* Each patient attended was invited to express their concerns, what they liked about the practice and how they would like to see improvement at the practice as well as any questions in regard to the practice or care delivered at the practice.

**Expressed by Patients**

* Liked Dr IQ Application- simple, very helpful and manageable, allows better patient access to practice
* COVID vaccination programme
* How best to promote patient awareness around different health issues and availability of services.
* List of events which practice will hold in the near future
* Making it clearer where patients should go when attending the practice, discussed the use of a stand to make it clearer for patients as well as a partition to guide patient for COVID Vaccination Hub and normal clinics
* Question in regard to merger between At Medics and Operose Health

**The main issues from the meeting was regarding**

* **The structure** of the group, requirement of Terms of Reference, Role of PPG and greater involvement in sharing information with patients regarding new initiative and practice changes. Discussed with PPG participants about having a chair and co-chairperson to allow for more effective communication and to assist with further meetings. The practice considers PPG involvement very seriously as it is important way of getting constructive feedback to improve services within the constraints and environment.
* **Clinical availability**- The practice changed the appointment system from face 2 Face to Telephone consultation during COVID-19, whereby patients can speak to a Doctor to receive advice and guidance, discuss results, medication review and chronic disease management. Sahidul explained that the Surgery was aware of capacity versus demand and went to explain that the review was undertaken to identify gaps in capacity to maximise clinical availability on the same day by allowing more telephone consultations instead of face to face it enables better patient access, also the use of Dr IQ enabling patient to receive care throughout the day. DR IQ Application to enables patients to access the practice via online consultation, to check records, order repeat prescription, and request a telephone consultation.

All participants confirmed that the Dr IQ Application was very helpful, simple and manageable

* **Covid Vaccination Programme**-is run by Islington GP Federation, the surgery is working off of a category list provided by NHS England and is contacting eligible patients my text message and telephone calls. A participant did query why she could not have been contacted sooner, highlighted that we work on guidance from NHS England.
* **The purpose of the Minutes**- Sindhu advised that the minutes of the meeting will play an important part of the governance minutes to be distributed to the members via email, published on the websites stating the discussion, outcome and future working aims. Both PPG members and practice will contribute to agenda which will allow a free flow of information and communication. So patients are aware of services provided such as events held at practice.
* Participants expressed their complete satisfaction on how the services have been provided by the practice, as well as how grateful they were of the care we continued to provide throughout COVID-19.

At the end of the meeting the following actions were agreed

* PPG group agreed to be communicated by regular email
* Agreed that PPG will be organise every 3 months.
* Future PPG meeting date will be decided closer to August 2021.
* Joanna to look for the solution with the stand which will direct the patient accordingly.

Meeting concluded by Imogen and Joanna who thanked the group for attending and reiterated that the practice team as a whole gained lot of valuable information and support from the patient and that the patients experience is very important to the practice.