

Patient Participation Group

Minutes for the meeting on 06.11.2020

Agenda
1. Welcome and introductions
2. Ground rules inc. confidentiality and timekeeping
3. Review of previous minutes and their accessibility
4. Community work / Caledonian Park activities
5. Website / patient information
6. Social media and sharing of information
7. New team members and training
8. Estates update
9. AOB

Goodinge attendees: Dr Shah, Dr Healy, Dr Balcombe, Sarah Ludlow (Reception)

External members: 13

1. Welcome and introductions

Each group member introduced themselves.

There was an acknowledgement of COVID-19 and its effect on these meetings being delayed. Going forward the PPG meetings will be quarterly.

COVID has become a way of life for so many of us including at the practice and we are adapting to new processes and procedures and sometimes taking for granted that not all patients will be aware of our new processes.

2. Ground rules and confidentiality

Review of the ground rules included a reminder about confidentiality and some zoom etiquette including having microphones muted when you are not speaking and the use of emojis to attract to attention if you want to speak.

3. Review of previous minutes and accessibility

Regarding accessibility – it was asked whether the minutes can be issued in a larger font.

This is usually an individual setting that can be altered on a user's own PC by pressing 'Ctrl +'.

The group agreed that it would be useful to have tips such as this, regarding accessibility, on the practice website. For example tips on increasing font sizes, slowing down the mouse speed etc.

ACTION: Practice will discuss sharing of these tips and will be run past the group.

Appointment accessibility was raised as an issue as patients sometimes have difficulty booking appointments through the phone system. The idea of a whatsapp type messaging service was floated.

The practice is currently exploring a new telephony system and how it can be streamlined. We have to be careful with messaging systems as we need to ensure things don't get dropped and missed. The danger of this is much higher with a messaging system. Patients can also currently pre book appointments on the App.

ACTION: We will share an update on the new telephony system at the next meeting.

4. Community activities

Dr Shah has been involved in the Park activities since March/April this year. Unfortunately the activities have now been paused for the latest lockdown.

Members shared their experiences of using the park and the activities and agreed it was a great initiative.

It was raised that there is potential for some confusion around whether a GP needs to refer people for the activities or whether patients can just turn up. Having the word 'prescribing' in the title adds to this confusion.

It was raised that the activities need to be better publicised. Perhaps we can include posters on our noticeboards.

ACTION: When the activities are up and running again, we will display posters in reception. PPG members can also help spread the word. It should be clear that the activities are free and anyone can come along – there is no need for a GP referral.

5. Sharing patient information / communicating events and ideas

How can the practice be better at sharing information?

Increased use of email was suggested. This was counteracted by the fact that many people dislike receiving multiple emails and having their inboxes cluttered. NHS England also restrict the use of email.

The email could be in the form a regular newsletter rather than individual emails about each issue / event.

There was also a suggestion of using the website which will be explored further.

Another suggestion was a patient survey to find out how people want to receive communications from the practice. Use of social media was also raised.

Many of the group thought that a social media account would be time consuming for the practice to manage.

ACTION:

- Practice to check with NHS England re. using email for the purpose of a patient newsletter and report back to the group.
- It is also important to try and engage other cohorts of the patient population that are under represented in the PPG – for example young people, Patients whose first language is not English. and how information can best be shared
- Recruitment of further members of the PPG to create a more representative group of our patients – Discussed in an all team meeting with staff on 10.11.20 to try and engage more patients
- Consider sending out email surveys/ text surveys to patients to discuss how to disseminate information

6. New team members

The practice is very close to appointing a new Practice Manager and the intention is for them to help with the PPG going forward.

The practice also has two new trainee doctors – Dr Liam Healy and Dr Toby Balcombe, both present at the meeting.

We also have a number of new reception staff who have recently completed their care navigation training which will help them better manage patient enquiries and issues. In the past few months we have also appointed a new nurse, Mary Jane Azuka, and a new Health Care Assistant, Elaine Evans.

7. Estates update

As many are already aware, our neighbours Drovers are closing down.

Estates are looking at developing the whole area but nothing has been confirmed yet and any development could be as much as 5 or 6 years away.

8. A.O.B

Can patients suggest activities, for example, some patients are involved in research for their health conditions and could be worth sharing this information with fellow patients who share long term conditions.

Most agreed this could be useful.

ACTION: Explore options for sharing intel and support group forums.

Can we have more pre-bookable appointments?

ACTION: The practice is already looking at doing this as it's a common complaint. We will share an update at the next meeting.

Diabetes program do we have one? One of the members is closely involved in one that has been producing good results.

ACTION: This information has already been shared with our nurses. Dr Shah will also review.

A member raised an issue regarding a minor (12 yo) being removed from her app. This has been referred to our Practice Manager and will be discussed offline.

The issue of being unable to reach the practice by phone was raised again by a late attendee. It was explained that currently demand is incredibly variable but we are looking into it and, as a member also previously suggested, we are looking at increasing the number of pre bookable appointment slots.

A member asked how they can help publicise the community activities. The best way currently is by word of mouth and to take part in the activities. This also ties into information dissemination for patients as discussed above

Everyone was thanked for their time and participation in an engaging Patient Participation Group meeting on zoom!