

LATHOM ROAD MEDICAL CENTRE

PPG Meeting minutes

Date of meeting	Thursday 15 th December 2022
Time of meeting	12pm
Attendees	NAHAR, Kazi (Mrs), NAMATA, Joy (Miss.), PANDIT, Mansukh (Mr), PANDIT, Prafula (Mrs), RAVALIA, Lalji (Mr.), CHAUHAN, Manju (Mrs), AEDABOINA, Sai (Mr), GRAINGER, Victoria (Mrs)
Apologies	Dr Reena, GRIFFITH, Edward (Mr.), KORDROSTAMI, Ebrahim (Mr)
Staff member taking minutes	Mdesta Vilkauskiene

A patient participation group (PPG) is a group of people who are patients of the surgery and want to help it work as well as it can for patients, doctors and staff.

Agenda Item	Discussion	Actions	Person Responsible	Date to be achieved by
Matters Arising from last meeting (date)				
Cleanliness outside surgery	Monitoring area every day by staff and cleaners to make sure area is clear and clean.	Check on daily basis	All staff	On going
New surgery location	We are hoping to move in 2024 (not yet confirmed) The new location will be on Barking Road The name of the building is Hartley Medical Centre Our individual surgery name has not been finalised	Patients will be informed of a new surgery location	PM	2024

LATHOM ROAD MEDICAL CENTRE

	There is another GP surgery that will be moving in with us but will run separately.			
Coffee morning/ cancer day 30th September	Surgery organised coffee morning and cancer day on 30 th September 2022. Surgery raised £70 Thank you for everyone who attended			Completed September 2022
Flu and polio clinics	Surgery had extra nurses to come in to the surgery and do vaccination.			Completed November 2022
This meeting's agenda items (date)				
Practice vision and values	<p>PRACTICE VISION To be committed to provide the highest standard of care for our patients in a safe, responsive and caring manner.</p> <p>PRACTICE VALUES: Provide Quality and Helpful care Be committed to our patients' needs Work together to achieve success Act with Respect and Integrity Be Compassionate and Fair Take Ownership and Accountability Innovate to make a difference</p>	Ongoing, work.	All staff	On going

LATHOM ROAD MEDICAL CENTRE

<p>What is PPG</p>	<p>Patient Participation Group The group is made up of: GP practice patients (aged 16 and over) Carers of registered patients Members of the GP practice staff</p> <p>The aim of this group is to influence the way services are delivered by the practice.</p> <p>At the moment practice have 19 people who are interesting in joining PPG</p>	<p>Staff to try and get more patients involved in PPG meetings (different age groups)</p>	<p>All staff</p>	<p>March 2023</p>
<p>Roles and responsibilities for joining PPG</p>	<p>What PPG members do:</p> <ul style="list-style-type: none"> • Review patients' surveys and feedback. • Listen to patients' stories and views. • Explore ideas and suggestions on how to improve patients' experiences in the GP Practice. • Discuss with GP Practice staff and agree on an action plan for service improvements. • Monitor the implementation of the service improvement action plan. <p>What PPG members not do:</p> <ul style="list-style-type: none"> • A PPG meeting is not a forum to raise individual complaints. • A PPG meeting is not a forum to seek medical advice 	<p>Speak up if improvement needed</p> <p>Do not discuss any personal issues in the meeting</p>	<p>PPG members</p>	<p>On going</p>

LATHOM ROAD MEDICAL CENTRE

<p>What happens at PPG meeting</p>	<p>The meeting is managed by the Chairperson or Practice Manager. Held every quarter The meeting follows an agenda that can look similar to this:</p> <ol style="list-style-type: none"> 1. Welcome and introductions 2. Minutes and actions arising from the last meeting 3. Updates from GP practice staff 4. Other agenda items 5. Patients' feedback, suggestions and comments 6. Date of the next meeting <p>The meetings usually last around 1 hour.</p>			<p>On going</p>
<p>Practice website</p>	<p>Surgery added another column at the website called 'YOU SAID WE DID' - Practice is proactively listening to patient views and feedback. Any feedback from the patient and any changes completed by the surgery will be added on the website.</p>	<p>Ask patient to complete the feedback forms</p>	<p>All staff</p>	<p>On going</p>
<p>CQC report</p>	<p>Care Quality Commission Independent body that rates the performance, service and patient care that a GP practice provides.</p> <p>First inspection was in May 2022 Report stated that we were inadequate and that we are under special measures Updated report was in July 2022</p>	<p>JA, SA, LR agreed to be contacted by CQC in January 2023</p>	<p>PPG members</p>	<p>January 2023</p>

LATHOM ROAD MEDICAL CENTRE

	<p>The rating was not changed but the practice is improving Next inspection will be in January 2023</p> <p>CQC might want to speak with some PPG members to get their feedback.</p>			
Current performance	<p>All areas that CQC highlighted are being addressed Practice is implementing changes to improve our service and performance Changes are being monitored and reviewed continuously</p> <p>Change in Management – New PM Additional staff members to support Enhanced Service Access Patients surveys and feedback Updated policies Updated risk assessments Improved Health and Safety measures</p>	Ongoing work	All staff	On going
Surveys	<p>Friend and family survey: From Aug 2022 to Oct 2022, we collected 40 friends and family surveys 58% of patients said they would be extremely likely to recommend our services to friends and family 42% of patients said they would be likely to recommend our services to friends and family These results were good, however we felt it didn't reflect the national patient survey and we need to obtain more information</p>	Ask patient to complete survey when at the surgery	All staff	On going

LATHOM ROAD MEDICAL CENTRE

	<p>Patient access survey: From the results we can see that:</p> <ul style="list-style-type: none">- The easiest system for booking appointments is 'over the phone'- The hardest system is email- It's mostly easy to get through to someone in this practice- It is mostly easy to get an urgent appointment- It can be somewhat hard to get a non-urgent appointment <p>Patient access survey – Improvements and Actions:</p> <p>Enhanced access service for evening and weekend appointment Blood test results time has been allocated from 12pm-4pm Self-booking for smear, polio, asthma, flu jab, nasal flu jab Additional clinical pharmacists and paramedics have joined the practice New nurse has started Regular locum doctors and ANP Additional reception and admin staff – looking to employ more staff Monitoring telephone system and calls regularly to improve service</p>			
--	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	--	--

LATHOM ROAD MEDICAL CENTRE

<p>In house patient feedback</p>	<p>October / November results: Out of 23 patients we surveyed:</p> <ul style="list-style-type: none"> - 22 find it easy to get through to the practice by phone - 21 find the receptionists and clinicians helpful - 23 are satisfied with the general practice appointments times available - 21 felt that there needs were met during their last appointment - <p>Out of 23 patients we surveyed:</p> <ul style="list-style-type: none"> - 10 had a very good overall experience - 11 had a good overall experience - 1 had an average overall experience - 1 had a poor overall experience 	<p>Encourage patients to give feedback and complete the forms</p>	<p>All staff</p>	<p>On going</p>
<p>Chairperson</p>	<ul style="list-style-type: none"> -Practice would like to elect a chairperson: -The main role of the Chair is to manage your group meetings and make sure they run smoothly and fairly. -Chairperson role information will be on our Practice Website under PPG and will be sent via email -To nominate yourself please email us on newccg.lathom.patients@nhs.net -If the Practice receives more than one nomination, an election will take place. -We are going to have a CQC visit in the first week of January -They would like to speak to the chairperson or member of PPG 	<p>PPG members inform surgery by email if they would like to be a chairperson.</p> <p>KN offered to be a chairperson.</p>	<p>PPG members</p>	

LATHOM ROAD MEDICAL CENTRE

	<p>Elderly PPG members mentioned that chairperson should be someone who is confident using computer, emails and telephone.</p> <p>MR LR suggested that we only have 19 members in PPG, practice to request patients to join PPG. Once we have bigger group then it will be easier to elect chairperson.</p>	<p>PM will send a bulk text message again to patients to join our PPG. However, in meantime anyone would like to put their name forward for chairperson, then please email us on newccg.lathom.patients@nhs.net</p>	<p>PM, Admin & All PPG members</p>	<p>31/1/2023</p>
<p>PPG members feedback</p>	<p>Everyone is happy to have their full names uploaded on practice website.</p> <p>JN & KN have brought to our attention that is difficult to get an emergency blood test at Shrewsbury centre.</p> <p>Everyone is happy with the services the surgery provides.</p>	<p>PM will look into it and respond to the patients.</p>	<p>PM</p>	<p>January 2023</p>
<p>Next meeting</p>	<p>The next meeting will be in March 2023. Date to be confirmed nearer the time and will be sent to all PPG members</p>	<p>Surgery will get in touch before next meeting</p>	<p>Admin</p>	<p>March 2023</p>