

## LATHOM ROAD MEDICAL CENTRE

### PPG Meeting agenda

Date of meeting	13/02/2025
Time of meeting	12:30
Attendees	Dr Reena, PM, GRAINGER, Victoria (Mrs), KORDROSTAMI, Ebrahim (Mr)
Apologies	
Staff member taking minutes	Sravya

**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
<b>Matters Arising from last meeting (date)</b>				
	<p><b>During the meeting:</b></p> <p>It is an important part of the Chairperson's role to make sure meetings run efficiently and fairly. In order to do this the Chairperson should:</p> <ul style="list-style-type: none"> <li>• Stick to the meeting's Agenda, so that everything that needs to be discussed at the meeting is covered and all decisions that need to be, are made.</li> <li>• Always be aware of the time. Make sure the meeting stays on schedule and does not overrun its planned finishing time.</li> <li>• Always aim to be open-minded, fair and impartial, never letting their own views on a subject, organization or person affect how they run the meeting.</li> <li>• Liaising on behalf of the PPG with the Practice Manager</li> <li>• It is the Chairperson's role to ensure that all PPG members are enabled to undertake joint responsibility in carrying out the group's objectives.</li> </ul>	Nil	N/a	n/a

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	<ul style="list-style-type: none"> <li>• Make sure everyone who wants to, has an opportunity to speak and play an equal part in any decisions made. No one person, in particular the Chairperson, should dominate the discussions.</li> <li>• Keep good order and make sure everyone can hear what other people have to say.</li> <li>• Helping to sort out conflicts and difference of opinion.</li> <li>• Sum up any important points or discussions as they are made.</li> <li>• Make sure people have done things they agree to do at earlier meetings.</li> <li>• Ensure that any action points of the meeting are assigned to members of the group before the meeting ends.</li> <li>• Appoint a Deputy Chairperson, if the Chairperson is unable to attend the meeting.</li> </ul>			
<b>Relocation update</b>	<p>PM to update on current situation.</p> <ul style="list-style-type: none"> <li>• Relocation is on hold for 4 more years as the lease contract ends in 2028. We are trying to find a different place which is nearer to this building or, if there is a possibility, we may explore the idea of extending the current building.</li> <li>• Any updates on this matter will be updated to all the PPG members in next meeting.</li> <li>• The name for the practise that we were requested is on hold due to this. If there is any good name that you would like to suggest, we may consider it for the future.</li> </ul>	To update PPG members on the Premises status/move, when and if available.	PM	As update becomes available.
<b>This meeting's agenda items (date)</b>				
<b>New services</b>	<p>New website –<b>A new user-friendly website has been deployed to enhance online contact/accessibility.</b></p> <ul style="list-style-type: none"> <li>• Some of our patients were not aware of our website as this was bought up in previous PPG meeting so we sent a text message of this informing patients back in 2023</li> </ul>	Our staff members list will be updated on our website.	APM	Completed on March 2025



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	<ul style="list-style-type: none"> <li>Website got more accessibility - has translation option available on the page - in case if anyone wanted to translate the website, just click on the link “Language” on the top of the website’s page. They can choose the language from a drop-down list to their desired language.</li> <li>accessibility button (blue button on the page)</li> <li>user friendly</li> <li>can search for Lathom road medical centre, and it has forms, patient information, contact us service and necessary information</li> <li>Our staff members list will be added on</li> </ul>			
<b>Patient survey</b>	<p><b>Patient survey results from last year from 2024.</b> Questionnaire that will be sent by a post to patients and they have to fill in and send the questionnaire back. A unique code is available on GP survey website, which is added to the form that sent out to the patient. It is available within the form as well. We've analysed all these reports, and we have made an action plan as well. To improve on areas where we are lacking</p> <ul style="list-style-type: none"> <li><a href="#"><u>GP Patient Survey - Website</u></a></li> <li>So about 781 forms were sent out and we've received about 123. About 16% of completion rate.</li> <li><b>33% agreed that they usually get to see or speak to their preferred healthcare professional, which is lower.</b> This is the areas where we are lacking in, we have made an action plan on this which is under process of action. Discuss is admin meeting that just to train the reception staff so they ensure that options provided to book telephone, video or face to face with preferred clinician.</li> <li><b>80% said that they knew what the next step would be after contacting their GP practice</b> – which is 78% local and 83% national rate</li> <li><b>85% knew what the next step would be within two days of contacting their GP practice</b> – 89% local rate and 93% national rate</li> </ul> <p><b>PPG member:</b> language is an issue's been able to reflect on it in text, people will be flustered as they don't always receive information. So, a follow up text could be helpful</p>	Train the reception staff so they ensure that options provided to book telephone, video or face to face with preferred clinician.	APM	Ongoing

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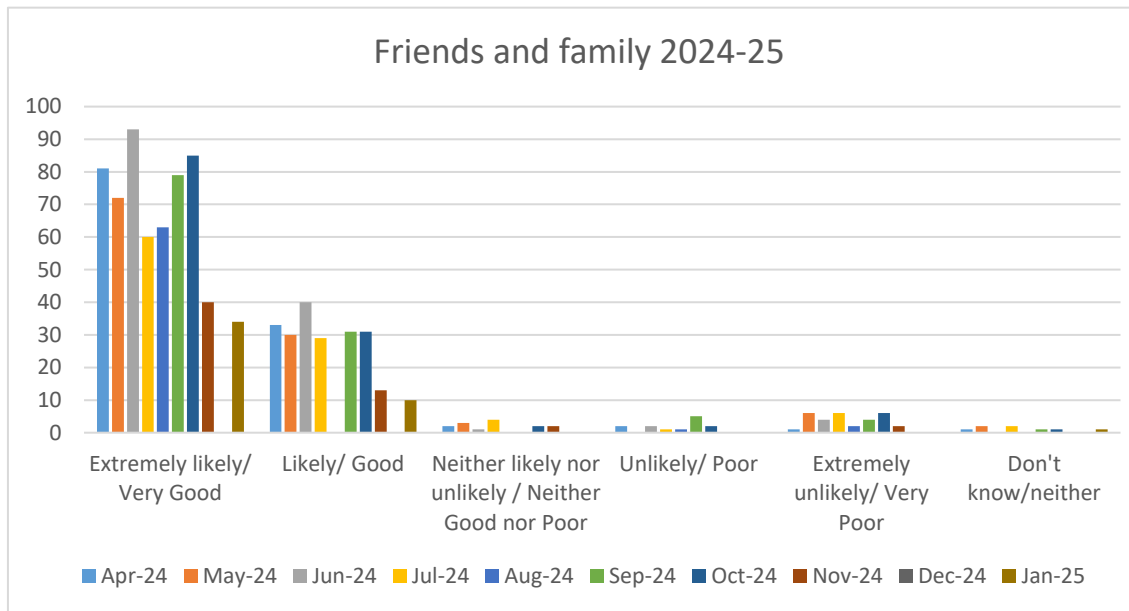
	<ul style="list-style-type: none"> <li>• <b>APM:</b> So according to the new contract, so we had to provide an appointment within two weeks. But if you prefer a date outside that two week, we can still consider that need or if there is a specific doctor that you're requesting, we can accommodate that as well if it falls outside that two week.</li> <li>• <b>Appointment reminder:</b> At the moment we have a reminder that's going out to patients a working day before their appointment to let them know GP appointments and in terms of any HCA's or Nurse appointments, what we are doing is a reception staff member is allocated and they call them a day before to confirm. <b>Reminder has a link saying if they can't attend, need to call, or can click cancel, it will automatically cancel. We are doing DNA followup call as well because child vaccination is something is very important, and we don't want to leave it</b></li> </ul> <p><b>Dr Reena:</b> This has been a long-term problem and unlike other practises where once you've DNA 3 times, they just take you off the system, we're not doing that because, we're here to serve our patients and that's why we tried to contact them to ask them. But despite doing those things, patient's still DNA. And so that can be quite disheartening.</p> <p><b>PPG member:</b> To inform that if you DNA, this is the cost that you are incurring to the NHS to give patients some idea.</p> <p>Idea from PPG member –</p> <ul style="list-style-type: none"> <li>• <b>cost of your appointment, which you missed. We could have diverted that to buying X number of vaccines or service many people.</b></li> <li>• <b>Poster in the building</b></li> </ul> <p><b>58% felt they waited about the right amount of time for their last general practice appointment</b></p> <p><b>APM:</b> Working on DNA will help accommodate everybody to get GP appointment.</p> <p><b>82% say the healthcare professional they saw or spoke to was good at treating them with care and concern</b></p> <p><b>PPG member:</b> They feel this is the best practice around.</p> <p><b>77% describe their overall experience of this GP practice as good – 68% local rate and 74% national rate</b></p>	<p><b>Ideas to overcome DNA issue from PPG member:</b></p> <p>Message to patients in educating them over DNA</p> <p>Place a poster in reception of DNA and its implications</p>		
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	<div> Practice Comparison.pdf</div> <div> Patient survey 2024.pdf</div>												
FFT	Mo nth	Website	For ms	Total	Extremel y likely/ Very Good	Lik ely / Go od	Neither likely nor unlikely / Neither Good nor Poor	Unli kel y/ Poo r	Extre mely unlik ely/ Very Poor	Don't know /neith er	No actions required, except continue to collect Friends and family feedback from patients	APM/PM	Ongoing
	Apr -24	104	16	120	81	33	2	2	1	1			
	Ma y- 24	91	22	113	72	30	3	0	6	2			
	Jun -24	117	23	140	93	40	1	2	4	0			
	Jul- 24	83	19	102	60	29	4	1	6	2			
	Aug -24	88	7	95	63	25	4	1	2	0			
	Sep -24	102	18	120	79	31	0	5	4	1			

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Oct -24	116	11	127	85	31	2	2	6	1
Nov -24	0	40	40	40	13	2	0	2	0
Dec -24	0	3	3	2	1	0	0	0	0
Jan- 25	0	45	45	34	10	0	0	0	1



### Service updates

- Elimination of text messaging service due to lack of funding from ICB.
- Dr Reena: So we've tried to switch over to e-mail as much as we can for patients who are, good with e-mail and we're saving the text just for patients who aren't.
- No more Paramedic role
- APM: Paramedic is from PCN and now instead of paramedic we've now a GP working through the PCN.

No actions needed

N/a

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	<ul style="list-style-type: none"><li>• New ARRS GP role once a week.</li><li>• New social prescriber – Maria Quader</li><li>• Two new receptionists recruited</li></ul>			
<b>Next meeting</b>	08.05.2025 @12:30	To plan next meeting	APM	08/05/2025