

PATIENT PARTICIPATION GROUP

HOLLAND PARK SURGERY

Wednesday 25 September 2019 2.00pm- 3.00pm

MINUTES OF MEETING

Present: EJ, JB, RP, PDB, DDB, DA, JK, ST, WI.

Odeta Pakalnyte (OP) (Chairperson/Project Co-ordinator for the PPG), Claudia Leacock (Medical Secretary and minute taker), Nelab Rahmani (Administrator)

Apologies: 10 apologies received.

In total 266 invitations letters were sent to PPG members.

1. Welcome and introduction/purpose of meeting/rules/update on actions from last meeting.

Odeta (OP) welcomed all the participants, and each member and staff present introduced themselves. Odeta is enjoying working with patients groups. She stated that she is stepping in for Therese today as she is on leave. Three new PPG members were welcomed. The aim of the group is to discuss any improvements for the practice. The last PPG meeting minutes were approved.

2. Staff update/reception/trainees/pharmacist

The Practice has 4 new Registrars and 1 salaried GP: - Dr Mowenna Rossabi, Dr Ciara Harman, Dr Alice Woolley, Dr Tobi Oyesofo and Dr Ed Collins (who is covering maternity leave for Dr Sophie Le Gros). 3 receptionists have recently left the team for other opportunities. We also have Rokiah Noori who joined the team in August, a Clinical Pharmacist who is present on Mondays and Wednesdays. She can see patients for minor ailments e.g. rashes, colds, etc. but her main role is medication reviews and post discharge medication.

3. Primary Care Network Update and other practice updates

Nelab explained that the Primary Care Network (PCN) now called West Hill Health is a combined group of 8 practices working together in an integrated way.

The practices are as follows: The Garway Medical Practice, Grand Union Health Centre

Holland Park Surgery, Lancaster Gate Medical Centre, The Portland Road Practice, Portobello Medical Centre, The Pembridge Villas Surgery

They provide services locally for about 70,000 patients. One project is Atrial Fibrillation, which affects 6% of patients over the age of 65. We now have a Kardia app which checks for abnormal heart rhythms, and all practices are offering this service. The PCN is still fairly new and are still looking for shared services. It became live on 1 July 2019.

Odetta provided each participant with a leaflet about PCNs.

Discussion on flu vaccines as the Practice has started the flu campaign for the over 65 population. Two members said that they had not received SMS messages about the campaign. Nelab to double check that flu vaccination messages sent.

4. Online survey results/healthwatch and GP patients survey

Odetta explained that 3000 patients were sent a survey link via their mobiles. Although some participants said they did not receive the text message. Thirty one patients completed the survey. The first question was "what did we do well and what can we do to improve?" We had a really positive feedback about the services we provide. Some comments included improving online access and having more appointments to book online, opening times, online consultations. Interesting ideas were mentioned. There were few negative comments regarding reception staff. The GPs and nurses received outstanding results. The question about continuity of care - can you see the same GP? Holland Park is a teaching practice, so it can be difficult to see the same GP. Odetta said it was really interesting to hear from people who we rarely see in this group. Most people thought the reception staff were good. Information at the surgery – Patient leaflets are good.

A member stated they would not mind helping with the survey.

5. Project for HPS from the PPG's members/Points of interest for discussion/Suggestion for improvement/patients' feedback

One participant said when calling the practice it tells you which options to press. He has never had a problem. Another participant said it would be a good idea to have a noticeboard with the opening times, and what time the GPs make their telephone calls to the patients.

6. Creation of online PPG

Odetta asked what skills the PPG members have. 8 patients said they would like to join an online PPG

Two people stated that they could help with communication within the group.

The group agreed that engagement surveys are a good way to hear from other groups of patients, especially those with children and carers.

A patient stated she could do the Wednesday mornings. Another suggestion was to alternate meeting day in the morning and afternoon.

The group agreed the best time to meet is between 2pm-3pm.

7. Any other business

Reminder about the flu vaccination for over 65s population and in October for the rest of the population.

A patient enquired if Age Concern could give her lessons on how to use a mobile. It would then encourage her go buy a mobile.

Dr Al-Rufaie came toward the end of the meeting and introduced himself. He explained that one of the challenges the Practice has to look into is the rate of referrals. At present the referrals rate is too high, so we will be reviewing possible alternatives.

He also explained that going forward the PCN is essentially working together with other practices and community services to offer better care to the population.

A member stated that she attended the Urgent Care Centre at St Charles Hospital, which is now nurse led and found it very good but said she had to wait 2-3 hours for an Xray. Odeta said we would take that and investigate. Dr Ali said that nurses are trained to a high level to look at Xrays.

Odeta said that priorities and targets are really good to hear, but how can the PPG help to reduce the number of referrals for example? Ali said that the Practice is good in terms of appointments availability and having a daily duty Doctor helps on having access to a GP.

8. Action points

PPG participants were given a copy of the survey to review and give an opinion at the next meeting. To revisit the survey, as the response rate is quite low, and to look for solutions, and share their findings with management and staff.

Digital access – and access to GP by email.

The group to think about what information we should be sharing with other patients. Collect information with MCMW.

Flyers on how to stay well and happy.

Focus on subject of non-clinical support and how we share community information about services available and use of a notice board in the practice's reception.

The next meeting would be in January 2020.

The meeting ended at 3.00pm.