

**Patient Participation Group Meeting**

**23.02.2021**

**6.30pm Zoom**

Present: Wayne Penegar (WP) Chair, Lynsey Buckles (LB)-Mins, AM, WPr, SP, RA, GN

Apologies: LN

Discussion	Action
<b>Matters Arising</b>	
Thank you so much to WPr and WP for doing the minutes from the last meeting.	
<b>Today's Discussion</b>	
<p><b>Complaints and Compliments</b>                      The Francis Grove Google account and comments can now be accessed by the practice and responded to. LB has been back through the comments for the last 9 months and responded and will now respond to these in the same way as we do the NHS Choices comments. Lots of positive comments, but a few negative ones as well.</p> <p>Pt Complaints-Issue raised with accessing test results on patient access, 2 x complaints about repeat prescribing.                      Discussion about hiding results and there was a mixed response from the attendee's where some felt sensitive results should be hidden and others felt they would not want results to be hidden and it is their choice to look. GP's have been asked to write fuller comments on results which could be misinterpreted by patients so they are clear this is nothing to be concerned about should they access their results online.</p> <p><b>Compliments</b>                      Lots of compliments about vaccination programme.                      WPR-everyone she knows that is a pt says the vaccination programme has worked.                      Lots of compliments in general which are being shared amongst the staff team which is lovely, we even got sent an anonymous hamper of thanks for all our support which the staff loved!</p>	
<p><b>Staff Updates</b>                      Dr Addada and Dr Mankia are now on Maternity Leave, they have been temporarily replaced by Dr Shalini Patel and Dr Yasmeen Hanifa.</p> <p><b>PCN staff</b>                      Additional funding has been made available this coming year.                      We have our own First Contact Practitioner who focuses on Physio type health issues, Alice is with us on a Wednesday afternoon, although we do have access to Allan at Lambton Road Medical Practice every day as well.</p> <p>Recruiting for a permanent paramedic. The Paramedic role has gone well and we want to ensure we continue to benefit from these additional roles.</p> <p>Recruiting for another Pharmacist as well.</p> <p>Athena (Care Coordinator) has been extended for a further year as well.</p>	
<p><b>COVID Vaccination Programme update</b>                      Merton Borough have vaccinated 40,000 pts to date. 2600 of those are FGS patients.</p>	

<p>According to practice data (which excludes declines and those who are abroad) we have vaccinated 97% of over 80's 94% of 75-79 year olds 92% of 70-74 year olds 91% of 65-69 year olds</p> <p>Second Doses The borough has been waiting for delivery dates, which they now have, we are now waiting for the invitation system to update so we can book second doses-this is due to go live tomorrow so we will be able to start to send out/call around for the second doses.</p>	
<p>General feedback from PPG The ability to contact the practice via their website works really well, responses are prompt and will often get a call back from the GP following the 'ask the Dr a question' option has been sent in.</p> <p>When you are working it can be difficult to connect to a GP as keep missing calls if in meetings. Some patients would prefer a specific time. LB explained this is much more difficult to do with phone consultations as when we did give times, patients would be very upset when they weren't called at the time that had been scheduled. It is not possible for GP's to always run to time and it is most common that they don't. However you can request a call back between specific times for example (10am-11am) and the GP's always do their best to accommodate these requests.</p> <p>The out of hour's weekend provision worked very well. One of the patients used it and it was speedy and efficient. LB advised this was put in place to support secondary care colleagues but unfortunately this has now ceased but great to have the feedback.</p> <p>One patient feedback that they didn't get their referral emailed to them as requested.</p>	<p>LB will look into why this was.</p>
<p>PPG Policy and Representation LB sent out a draft PPG policy and confidentiality statement/agreement for members to review and provide feedback on. They had all read it and gave their feedback, Overall-very standard, straight forward, looks good and useful to have in place. We do have terms of reference, but could update them with the ones in this policy.</p> <p>Discussed aspects of the policy around it being more of a committee and more formalised that our group is now. It was felt that we have a purposeful group, not just a tick box exercise, agreed we don't want to complicate the process or meetings or make our PPG too formal. Works well as it is. Agreed that we should adapt the policy to suit us and how we work.</p> <p>Discussed membership and ways in which we could increase membership, especially now it is remote and likely more accessible to people. It was felt about 10-12 people would be the ideal size of the group. RA suggested if we do a patient survey, we could add it in the Thank you section of this-'to join our PPG please contact...' for example. We all thought that was a great idea.</p>	<p>Think about how we can recruit new members.</p> <p>LB to review what is on our website about PPG membership and how patients can join.</p>
<p>Patient Survey Discussion about whether now is a good time and discussed Pro's and Con's of doing one now vs waiting until the restrictions are lifted.</p>	<p>WP to arrange a meeting.</p> <p>Offering to be a member of our PPG on the end of the text.</p>

Agreed to do a survey monkey-10 questions, could be multiple choice. Agreed to send to a small selection of randomly chosen patients (maybe 200 or so) across the age groups via MJOG text.	
AOB Nothing for discussion	
Date of next meeting 20 <sup>th</sup> April 2021	