

DR KRISHNA GP PRACTICE PPG MEETING 5-11 May 2023

Present:

Dr Krishna
Dr Remedios
Penny Belfield – Nurse Practitioner
Jutsna Begum – Practice receptionist
Odetta Pakalnyte – Listen to Act
Emma Arthur – PPG Chair and members:
Patience Ubor
Bharat Halai
Cristina Pobau
Julia Carroll
Perrin Alexander
Jahabar Kose Ahamed Maideen

Distribution:

All present plus remaining PPG members

Key Points Discussed:

1. **Welcome and introductions inc our new GP, Dr Jason Remedios.**
2. **Any feedback from PPG re notes from last meeting in December** – no comments.
3. **Actions from last meeting**
 - a. **Remaining items to discuss from survey questions, as follows:**
 - i. **Q5 (how do you find the new telephone triage system?)** – Update from Penny: PB confirmed its a work in progress as hoping to update the whole phone system due to issues mentioned previously.
 - b. **Encouraging more PPG members:**
 - i. Update from JB re notifying patients about PPG inc younger patients: JB said she had not yet had the chance to involve young people as surgery has been very busy.
 - ii. Update from EA re poster draft re encouraging patients to attend PPG meeting: PB said it was nicely worded and simple. Draft poster was shared at meeting. OP echoed PB's words and said it doesn't really need more text - it conveys welcoming and inclusive nature of PPG. Dr K agreed it was just right. EA asked **all to send any further feedback after meeting** and suggested adding some graphics. PB suggested asking a teenager and perhaps they could design a logo. Dr R suggested a masked face and then an image with mask removed saying 'have your voice heard'. **PA agreed to ask his son if he might be interested in helping with graphics aspect.** EA suggested not too many colours to keep cost down. BH suggested using graphics already out there - **OP/EA will have a look at google and GP chat.** EA confirmed that there is a PPG email contact on draft poster. EA asked JB if patients could speak to reception if they were interested – JB agreed. So it was agreed both contact options should be put on poster. BH suggested putting poster on website and Dr K suggested putting on practice TV (as screen saver) in waiting room – PB said that might happen when TV is fixed. **PB to add poster to practice website when it is completed.**

- iii. Update from PB re uploading minutes to website: **PB confirmed it wasn't done yet but it would be done soon (PB to just add patients first names so patients are more anonymous, as discussed at previous PPG).**
- c. **PCN meeting on 23 Nov 22 attended by Odeta:**
 - i. Update from OP re notes from meeting and details of next meeting: OP confirmed that it was decided at meeting to have two separate meetings next time as our Inclusive Health PCN did not attend the first one due to meeting location. No further meeting yet.
 - ii. OP reported that Community Champions (CC) were linked into different community groups eg people who need help with English. CC agreed to do language classes based on health ie how to navigate health services/how system works. CC also run childrens activities at local community centre and sessions around child vaccinations/encouraging uptake. JC asked if CC are health orientated as there are CC in Beethoven Centre at Queens Park. OP said the CC promote healthy lifestyle, do door knocking at different housing associations and ask re health needs. JC said QP CC run fitness/engagement classes for older people. EA suggested inviting them to next PPG meeting – **JB to ask CC QP directly by email and OP to ask Manager to provide information about CC and email EA with info and contact details. If we have any CC info before next meeting, EA to email it out to PPG.**
 - iii. Update from PB re putting info on website from our Inclusive Health PCN: PB confirmed they have their own website now – she will add it as a news item on practice website. OP said it's like an extension of Dr K's practice website.

4. News from Odeta at Listen to Act inc new May Survey

- a. **Short Annual GP Practice Survey**
 - i. OP said it's a good way to connect and collect patient feedback inc ideas for improvement as we have done with our first survey. Easy to set up thro Survey Monkey but OP has one reservation - PCN priority is around Access and they will be doing their own survey between now and June.
 - ii. EA read out survey questions and said it wouldn't take too long for patients to complete.
 - iii. BH liked idea of promoting PPG on it too.
 - iv. PB liked it too, she wondered if we have to get a certain number of patients to respond to Access survey and suggested we do our survey first. **EA, PB and OP to liaise over date to email out to patients.**
 - v. EA commented that categories in last question could be relisted slightly – **EA to email OP about this.** OP said it's important to have awareness of all different categories inc carers.
- b. BH mentioned carers allowance and whether CC can provide support on this. OP said Local Carers Network is based at Beethoven Centre and suggested we could promote PPG to them. BH said his work encourage a carers passport, it doesn't guarantee extra leave but makes your manager aware you have extra responsibilities and concluded that some things we can promote ourselves but also we can bring experts in when needed. **EA to contact Local Carers Network and invite to next meeting.** EA mentioned if anyone wants to talk about their own experiences re caring or other areas EA could add on agenda – **patients to contact EA about this.**

OP suggested inviting someone from Local Carers Network to do a short presentation at next PPG meeting which she could then cut down and PB could add to Dr K's practice website.

- c. Dr K said its very difficult for Brent patients to get right support as his practice is based in Westminster and funding shortage within Brent. BH said there should be a system in place so monies come from a central pot but says there seems to be a blockage. Dr K said Westminster should transfer money to Brent and he has been reporting this issue to Westminster for years. OP suggested to bring it up at a borough meeting, they need to rethink how the system works. Dr R said this issue is affecting the whole country.
- d. OP told everyone that today is her last day of work and she is taking 6 weeks holiday. She is wondering how she can support us or how we can continue without her. She wont be able to organise Zoom for us for future meetings. She says she is very proud of our PPG, such a good example of good practice and to have patients who value their health professionals. EA spoke for everyone in saying that we are very sad to see her go, so enjoyed and benefited from her expertise and presence at every meeting. Worked so hard to help us and we will really miss you. PB echoed that and that OP has helped us in every way. Dr K thanked her for her support and also said we will miss her very much. OP will see if she might be able to support in the future and email us. OP concluded it's been the highlight of her working day being at our meetings.

5. Practice News

- i. **Update from Dr Remedios:** Dr R said that Dr K was now taking a well deserved bit of a back seat running a clinic on Tuesdays and Fridays for a short list of patients. Dr K confirmed he is still at the practice every day to help out. Dr R said that Dr K was the most hard working GP he has ever met and said that naturally there will be change as everyone works in different ways but hopefully not too difficult for patients to adjust. EA said Dr R is doing a great job and we are grateful to him for joining the practice.
- ii. **Discuss new appointments system:**
 - 1. Dr R said that after Covid they are trying to organise appointments how they see fit and to be of the most benefit to patients. Dr R arrives at 8am (and finishes at 6.30pm) but patients don't tend to call until 11 or 12pm and so some morning appointments are being missed. Dr R would like to change the format of appointments and how they are booked.
 - 2. He is bearing in mind what OP said about accessibility, the online PATCHS system is not used enough so we could educate patients and have dedicated slots for that also if patients cant get through on the phone.
 - 3. Dr R has 17/18 appointments in the morning some of which are prebookable phone appointments but he also wants face to face appointments, keeping some for emergencies. Also have 111 slots.
 - 4. Dr R wants to encourage patients to call up earlier in the day if they can and not leave calling til later as this will cause a backlog. He said it's the same for PB's slots, patients need to call up earlier in the day if possible.

5. BH said communication is key and didn't realise he could call in the morning and he confirmed importance of using PATCHS to relieve the phonelines. Dr R is currently got about 50 appointments per day. EA asked Dr R how he wants to communicate these changes to the appointments system to patients (see point 9.)
6. OP said there is a video explaining how PATCHS works which **she will email to EA and PB. EA to then email to PPG and PB to post on website too.** OP also said other GP practices have organised a special event in person to show patients how it works but this could also be done online (PATCHS good for repeat prescriptions, letters or just getting in touch with practice). PB confirmed that patients can register for PATCHS on the practice website. OP said that the survey will ask patients if they know about PATCHS. Dr R confirmed that the surgery has a duty to respond to PATCHS within 72 hours.
7. Later in meeting BH suggested having a dedicated terminal for patients to use in surgery for PATCHS. PB said she thought it was a good idea and may be possible to use TV screen in waiting room as it connects to the internet and could be used in privacy. PA suggested a tablet could be used which might be more flexible and private. OP said patients could use their NHS No. to log in so don't have to create a new registration.
8. Dr R said the practice have a pharmacist that works 3 days per week.
9. PU made the point that all these new technologies are difficult for some older people and they just want to see the GP. Dr R responded that they will have face to face appointments available in those situations. He agreed with PU that the way to start educating patients about the new system is to tell them about it during an appointment. EA said that this would be very time consuming and suggested sending a notice out to patients with suggested changes to appointments system. **EA to draft in poster form.** PB confirmed it could be sent as a text and be put on the website. PA said this was important to communicate.
10. Dr K commented that he knew PA's parents really well, they were lovely people and PA said they thought the world of Dr K/Dr K reciprocated this.

6. Any Other Business

- a. EA asked if anyone could take notes for future meetings – no one offered at meeting. **Patients – please email EA if you are interested.**
- b. EA apologised to those patients who may not have received previous agendas or minutes but that her mailing list was more representative now of PPG.

7. **Date of next PPG Meeting** – a Thursday evening in September, date to be confirmed. **(Post meeting we have pencilled in Thursday, 14 September at 6pm – please keep date free if you can).** We wished Odeta all the best and a lovely break. EA thanked everyone for attending, great to meet Dr R and hear his plans and concluded that we talked about a lot of areas, thanking everyone for their valuable contributions.

Thank you all for your continued support of Dr Krishna's practice and PPG