

HARROW ROAD HEALTH CENTRE PPG MEETING NO. 8 – 21 November 2024

Present:

Dr Remedios

Jutsna Begum – Practice Receptionist and HTA

Faraz Ali – Joint Practice Manager

Emma Arthur – PPG Chair and members:

JA

JC

MW

PU

BH

PA

MrC

FE

SA

AS

LV

OC

PM

Apologies:

FB

RH

AR

NS

CP

JD

DP

KS

Neelam Begum – Joint Practice Manager

Distribution:

All present (inc Apologies) plus Dr Krishna, Nurse Nancy and remaining PPG members

Key Points Discussed:

1. **Welcome and introductions**
 - a. Emma welcomed everyone inc newcomers and everyone present introduced themselves.
 - b. Dr Remedios said that this was the first PPG without Dr Krishna.
2. **Any feedback from PPG re notes from last meeting in December** – no feedback.
3. **Actions from last meeting**
 - a. **Sandie Roberts from Carers Network/Carer Awareness Presentation** – Emma reported that Sandie was at a Carers Rights Day so could not attend our meeting. Sandie did offer a presentation at 10am this morning online and Emma had emailed the link to those PPG members who requested it. BH is interested in a presentation

another time. Dr R commented a lot of patients are asking about carers. If it was recorded we could put it on our website. **Emma to contact Sandie/5pm is preferred time.**

- b. Phone System monthly stats to show peak times, add to website and display in waiting area** – Faraz has sent phone system data to PPG **and it will also be available on the practice website.** FE asked re busiest times – Faraz advised that graphs will show this. Faraz reported that when you call it will tell you what number you are in the queue and you can request a call back, but it is limited. MW commented she preferred the old system. Dr R said they were looking for more reception staff but not feasible due to practice size at the moment. NHS App can help - JC and BH both found it difficult to get into NHS App. Faraz said we need to stick to NHS App and not use Patches any more. Dr R said we need to let patients know how to use NHS App. **Faraz to block use of Patches and communicate to PPG how to use NHS App by putting up a poster on PPG Noticeboard, send out a text and ask reception staff to advise patients too.**
- c. Putting up PPG Poster/Appointments Poster on PPG noticeboard and minutes on website** – **Emma to update posters inline with staff changes and Neelam to enlarge and display on PPG noticeboard. Faraz to put minutes on website.**
- d. September Surgery Patient Survey inc NHS App (and put on terminal in waiting area)** – Emma reported we had 90 responses – all patients aged over 18 received it. Emma emailed out her survey summary before the meeting (**Emma will forward email to new PPG members**). Emma summed up results and those that scored low points which need to be promoted more. **Faraz/Emma to email out actual survey results without personal data to all PPG.**
 - i. Question 1 – the following health professionals are working alongside GPs and Nurses in our practice. Please tick all these you are aware of.**
 - 1. St Charles Home Visiting Team** – Dr R said he can call Rapid Response who do home visits. Myrna is the community matron. Patients have to go through surgery reception. 111 can also refer you. There is a walk in facility at St Charles but closes at 8pm. Jackie is the contact for social needs. **Reception staff to promote via word of mouth to start with. Faraz to put up enlarged St Charles Home Team poster on a new Services Noticeboard.**
 - 2. Social Prescribing** – all agreed texting could be best way of communicating and posters with illustrations inc different languages. Dr R said patients often call re social housing. SA suggested producing profile posters showing who these people are like Myrna. TV screen with rolling information was another idea. **Neelam to look into profile posters for new Services Noticeboard and Faraz to look into texting (Emma can help with content of both). PA to look into 6 monthly newsletter to include updates about all services mentioned in these minutes and NHS App.**
 - 3. HCA, receptionist and Dr R** – lots of positive comments. Only one complaint re waiting time. **Faraz to put positive comments on website.**
 - 4. IAPT (Improving Access to Psychological Therapies)** – **Emma to find out if there is a poster about IAPT we can put up on new Services Noticeboard and also Faraz to include IAPT in texts.**

Emma/Faraz/Neelam to discuss all posters mentioned in these minutes and how they are displayed so displays are separated out and not confusing to the eye.

- ii. Question 2 – what do you like about our surgery?
 - 1. *Really lovely comments re all surgery staff* – Faraz to display in surgery waiting room and also on our website.
- iii. Question 3 – How could our surgery improve?
 - 1. *Appointments could be improved/waiting time/more GPs needed.* Dr R reported that he is looking for another GP to help. Face to Face appointments are meant to be non urgent. He has about 10 a day prebookable. If you ask to speak to a GP and if he thinks you need to come in he will get you in asap. It is a triage system starting at reception. SA suggested having triage questions on website – Faraz to look into. Dr R also reported that he is training Osama in the pharmacy so he will soon be able to prescribe certain things. Faraz also pointed out reception can book patients into St Charles Extended Service if practice too busy.
 - 2. *Improve Communications re Services* – this is already being addressed with posters mentioned earlier.
 - 3. *Stairs hard to climb for senior citizen* – reception will ask GP to come down for appointment if this is the case.
 - 4. *Donations of magazines* – Emma to ask PPG for help with this.
- iv. Question 4 – You can contact our practice and receive help in a variety of ways. We would like to understand what works best for you.
 - 1. All agreed we need to keep all communication options open ie so patients can use either NHS App, phone line, internet and benefit from face to face appointments. Particularly as several patients in the survey said they were not tech savvy.
- e. **St Charles Extended Service Poster, display on new services noticeboard and add to website** – Faraz reported he will do this soon.
- f. **Report re PPG/PCN Meeting on 6 March at Beethoven Centre attended by Emma and PU** – Emma had emailed notes to PPG before meeting (Emma will forward email to new PPG members). Emma reported that the idea is to get several PPG groups together (ie Barlby Surgery, Shirland Medical, Queens Park, Half Penny Steps Health Centre, Harrow Road Health Centre, Meanwhile Gardens and the Elgin) to improve St Charles service etc. Please refer to Emma's notes.
- g. **Phone System monthly report (to showcase answering calls/calling patients back), add to website, send website link to patients and display in waiting area** – Faraz reported that he is going to upgrade soon and will send it to Emma first. See attached reports for Sept, Oct, Nov 24 from Faraz.

4. Practice News

- a. Update from Faraz
 - i. Website upgrade – Faraz reported that there will be a new look and feel to the practice website with online registration and site referral help.
 - ii. Surgery capacity – Faraz said they are looking for a female doctor and another Penny. The admin team will remain the same.

- iii. Surgery signage - the practice will be renamed Harrow Road Health Centre – Westminster Council are doing the new shopfront.
 - iv. New Pharmacist on Tuesday and Thursday.
 - v. Home Visit Covid and Flu Service provided by St Charles Extended Service.
 - vi. Fibrosis Scan Service – Faraz said this is a direct referral to Half Penny Steps Health Centre. Scanner is across the road every Tuesday and Saturday – call practice reception and they can book you in.
 - vii. Patients can go directly to the Urgent Care Centre but GP led service needs to be referred to St Charles.
- b. Patience asked for a session about how to use the NHS App – PA and Faraz to look into this.
 - c. SA mentioned that there is a drive for clinical trials.
 - d. It was asked how do the wider group of patients know about all these services as there is a 2000 people database. Need for more posters on new services noticeboard – to include additional services mentioned in Faraz Update. Emma to discuss with Faraz and Neelam.
 - e. It was suggested that a sign on the outside of building re website would be good so people could find out more about the surgery. Faraz to look into.

5. Any Other Business

- a. PCN PPG Meeting – Emma to find out date of next meeting, email to PPG and also ask Faraz to add it to PPG Noticeboard.

6. Date of Next PPG Meeting

- a. March 2025 – Emma to find a suitable date with practice and email to PPG.