

**Park Lodge Medical Centre
PPG Meeting
Saturday 23rd January 2016
Start: 11.30am End: 1pm**

Item	Discussion	Action Point
1	<p>Recap of last meeting Reminded the group that the PPG is a 'Patient led' group. Discussed best days to hold meeting. Are Saturday mornings better than Monday evenings? Possibly have Dr Kouloumas in on the next meeting.</p>	<p>AB PPG members</p> <p>SP</p>
2	<p>Meeting ground rules Group members should please speak one at a time and respect what each other have to say.</p>	<p>AB</p>
3.	<p>Patient feedback We need to develop a questionnaire which the practice will give out to patients to complete and obtain feedback/insight into patients' views of the practice. PPG asked to help come up with some questions.</p> <p>It was explained that NHS England expects the practice to carry out the CQC exercise for which we can get paid. The NHS requires proof of patient interaction/feedback.</p> <p>It was suggested that leaving a comment on the NHS choices website is not effective – how are we sure that the person leaving feedback is actually a patient at the practice?</p> <p>PPG members were not aware that the practice are distributing the Friends & Family Test (FFT)</p> <p>Other options:</p> <ul style="list-style-type: none"> • Possibly send offer questionnaire via text message to patients. • Give survey/questionnaires to pharmacies for patient's collecting their prescriptions to complete • Attach survey to prescriptions for patients to complete when they collect <p>Decision - FFT agreed to be sufficient.</p> <p>Collect these at the front desk of reception</p> <p>There are currently some issues with the rating tool/scale used within the NHS when rating doctors/ the practice e.g. Extremely good, good, satisfactory...</p> <ul style="list-style-type: none"> • Mixed views by the PPG members about their experiences with Dr Kouloumas. E.g. "He does not 	<p>AB</p> <p>PPG members</p> <p>AB</p> <p>PPG members</p>

	listen”, “He is quite charming at times”.	
4.	<p>Suggestions</p> <ul style="list-style-type: none"> • Advertising the anonymous responses/feedback from patients would help to show how the practice is doing e.g. using the feedback from NHS Choices website • Summarise the feedback from the different sources and email to the Patients Participation Group • Distribute PPG updates and practice information via email • Text/Email patients to encourage them to complete the FFT. • We should assess doctors individually • Would like to know the best places to go for blood tests/x-rays etc. <p>Ask in reception for list of phlebotomy locations</p> <ul style="list-style-type: none"> • Automated response should be generated and sent out to patients requesting prescriptions via email to sign up for online prescriptions. • A generic email should be formulated and given to patients – <u>plmc.patients@nhs.net</u> • Select a tailored group of patients to communicate via email as a trial e.g. patients with young children, elderly people. • Patients should be informed on when their blood results are out. • Place a table in the waiting room with the FFT questionnaires on it for patients to fill out whilst waiting for their appointments. 	<p>PPG members</p> <p>PPG member</p> <p>AB SP</p> <p>PPG member</p>
5.	<p>Comments on Practice</p> <p>A lot of improvement with the receptionists. Very pleased with the changes. Patients are greeted with a smile and are made to feel welcomed. They used to be horrible and rude.</p> <p>It was agreed that the SMS appointment reminder service and the online appointment booking system is very good.</p>	PPG members
6.	<p>General System Information</p> <ul style="list-style-type: none"> • This week, the pathology department at Royal Free/Barnet kept crashing. • The hospital telephone numbers and some information on blood forms are wrong at the moment e.g. walk-in (now appointment only). 	<p>SP</p> <p>PPG members</p>

	<ul style="list-style-type: none"> • Agreed to look at this issue and possibly email the new blood form to the PPG. - Pending • Large volume of work comes through the surgery so we are trying to reduce the use of email. • Inbox for emails might not get looked at as the surgery is not yet geared to handle incoming emails at the moment. • After the surgery exhausts all means to contact a patient to no avail, the practice then issues a letter of 28 days' notice of dismissal from the practice. Patients need to take responsibility for their health. Also a lot of blood forms are not being collected. • Call from 8am in the morning for any available appointments. The triage doctors are restricted to 12 triage calls. There are also 12 book-on-the-day appointments which are for emergencies only. After these are filled, patients must follow the usual booking regimes. 	<p>AB</p> <p>SP</p> <p>AB/SP</p> <p>SP</p>
7.	<p>Service Updates</p> <ul style="list-style-type: none"> • PPG informed that phlebotomy service has been reinstated to surgery as of 4th January • If patient rings through and all emergency/triage calls are full, receptionists are instructed to inform the duty doctor who will then find out if all doctors in the surgery that morning are able to fit in an extra patient. 	<p>AB</p>
8.	<p>What next?</p> <ul style="list-style-type: none"> • Sign off on minutes by PPG after meetings e.g. sending the minutes to PPG via email. • Email the PPG meeting agenda beforehand. • Ask PPG to send practice comments on the minutes – agree or disagree with what was put. • Include the attendance list in minutes. • Suggestion to include initials of the PPG member that said an action point. – Rest of group did not agree to this • Possibly make patients' results available on their log in page online. • Text messages will be sent to patients to collect their test results from our EMIS system (IT will configure this). • What should we do next with regards to the PPG views on Dr Kouloumas? – Possibly have a meeting with him, Dr Parkinson, Practice Manager and some patients with positive experiences and some with negative experiences. • PPG agreed that they prefer to leave comments/notes anonymously regarding this issue. 	<p>PPG members</p> <p>SP</p> <p>AB</p> <p>PPG members</p>

	<ul style="list-style-type: none"> • PPG member suggested someone talks to Dr Kouloumas about his view on his patients/job. • We will organise individual feedback • Agreed to start PPG meetings at 11:30am from now on when meeting on Saturdays. • Conducting virtual meetings? • We will explore the possibility of conducting meetings via the practice website. • There is an under-representation of the surgery's general patient population in PPG meetings. • Perhaps a PPG member could come in during surgery hours to encourage patients to join the PPG • PPG to fill out FFT cards on the way out of the meeting today. • The next meeting date and time will be discussed during the next PPG meeting and arranged for during a weekday. <p style="text-align: center;">The next meeting will be held on 19th March at 11.30am</p>	<p>PPG member SP All</p> <p>PPG member SP PPG member</p> <p>AB</p>
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