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PPG Group

PPG Group Meeting Minutes held on 26/07/2024 @ 5:30 PM

Attendees Present:

- Ms. Rehana Jabeen – Business Practice Manager
- Mr. Vinod Nair – Operations Manager
- Ms. Diana Fernandes – Secretary/Senior Administrator
- Ms. Forida Begum – Receptionist
- Ms. Hajra Mohamed – Participant
- Mr. Somu Sivarajah – Participant
- Ms. Helen Quidong – Participant
- Mr. Subhash Gambhir – Participant
- Ms. Maysa Ahmed – Participant
- Mr. Rotolo – Participant
- Mr Jeanne Waas – Participant
- Mr Sriranjjan Waas – Participant

Apologies:

- Dr. Akbar Khan

1. Opening Remarks

Ms. Rehana Jabeen commenced the meeting by welcoming attendees and introducing herself as the Business Practice Manager. She explained her role at Horn Lane Surgery, focusing on enhancing services for staff, doctors, and patients. Rehana encouraged greater patient participation in the PPG (Patient Participation Group), emphasizing that it is a platform designed for the benefit of patients, though it is impractical to involve all 6900 plus patients directly.

2. Introductions

Each participant introduced themselves.

Attendees included Ms. Hajra Mohamed, Mr. Somu Sivarajah, Ms. Helen Quidong, Mr. Subhash Gambhir, Mrs Waas, Ms. Maysa Ahmed, Mr Waas and others. Each participant, including the PPG group members, introduced themselves, providing information about their background, interests, and professions. This was done to create a profile for the PPG group to ensure diverse participation and that all patient groups are represented

3. Patient Registration Update

Rehana informed attendees about the surgery's catchment area, which has been expanded to include W3, W5, and parts of NW10. However, areas like Hammersmith and Fulham fall outside this jurisdiction as they belong to a different borough.

4. Feedback from Long-Term Patients

Several participants shared their long-term association with the practice (ranging from 16 to 30 years), praising the quality of service, ease of appointment booking, and Dr. Khan's compassionate care. Rehana appreciated the positive feedback.

5. Purpose and Benefits of the PPG

Rehana explained the PPG's purpose in improving patient services through collaboration. She highlighted the voluntary and

community-focused nature of the group and invited interested participants to contact Diana for registration as references at both borough and catchment levels. Borough-wide meetings are held once or twice a year to address concerns and suggestions.

6. Feedback and Suggestions

Rehana emphasized the importance of patient feedback in identifying strengths, weaknesses, and areas for improvement. She encouraged attendees to come prepared with ideas and suggestions for the next meeting.

Health Fair Success

Rehana shared that the practice had recently hosted a health fair, which was very successful. She extended her thanks to some of the PPG group members who supported the event, contributing to its positive outcome.

7. Survey Results and Achievements

Rehana shared the results of the GP Patient Survey:

- 82% of patients expressed satisfaction with contacting the GP practice through email, phone, or in-person visits.
- 89% of patients reported positive interactions with the reception team.
- 84% of patients rated their most recent appointment experience positively.
- 97% of patients felt that GPs and nurses listened to their concerns and treated them with care.
- 88% of patients were satisfied with their involvement in care decisions.

Rehana highlighted improvements in staffing, including additional doctors, nurses, and administrative staff, contributing to enhanced patient care.

8. Action Plans for Improvement

- Website Upgrade: Plans to enhance the website's functionality to provide better online services, including appointment booking.
- Prescription Box:
 - A suggestion to install a prescription box for patient convenience was well received and will be implemented soon.
- Cloud-Based Telephone System: Rehana discussed the plan to introduce a new telephone system to accommodate more callers simultaneously.
- Community Education: Events to educate patients about screenings, vaccinations, and healthy lifestyles will continue to be organised.

9. Addressing Concerns

- Reception Screen and TV Repairs: Issues with the check-in system and informational screen will be addressed.
- Seeking Advice on Space: The practice plans to seek advice from the ICB to request additional space for the practice as soon as possible. Communication regarding this matter will begin in the new year.

10. Appointment Guidelines

Rehana explained the appointment booking system, which includes same-day and advance bookings. She encouraged patients to prepare for their consultations by listing their main concerns to make the most of the 10-minute slots.

11. Online Feedback

Despite significant improvements, the practice's online reviews remain low. Rehana urged attendees to leave positive feedback if they were satisfied with the services.

12. PPG Feedback

The following feedback was provided by PPG members during the meeting:

1. Appointment System Improvements: PPG members appreciated the improved accessibility to appointments, including the use of

online apps, e-consult options, and the same-day appointment system. They highlighted the convenience of calling between 8:00–10:30 AM for morning emergency appointments and 2:00–3:30 PM for afternoon emergency slots.

2. Building Improvements: Members noted significant upgrades in the practice's internal facilities, including tidier and cleaner consultation rooms. They also appreciated the change in cleaning services, which has improved the overall atmosphere with better maintenance and the inclusion of plants.

3. Staffing Enhancements: Members praised the recruitment of additional administrative and clinical staff, particularly the inclusion of more female GPs, which caters to the preferences of the female patient population. They also acknowledged the increase in GP appointments available.

PPG members expressed overall satisfaction with the positive changes made over the past one and a half years.

13. Patient Survey and Areas for Improvement

Before discussing areas needing improvement, Rehana highlighted three areas of high achievement from the survey:

1. Reception and Administrative Team: 89% of patients reported positive interactions with the reception team, significantly above the local and national averages.

2. Listening to Patients: 97% of respondents felt that GPs and nurses listened to their concerns and treated them with care and empathy.

3. Involvement in Care Decisions: 88% of patients were satisfied with how much they were involved in decisions about their care and treatment.

Rehana then discussed the results of the recent patient survey and highlighted areas where the practice fell short compared to local practices and the national average. The specific areas of concern were:

1. Choice of Location for Appointments: Only 6% of respondents were offered a choice of location when attempting to book a general practice appointment (ICS result: 14%, National result: 13%).
2. Ease of Contact via NHS App: 44% of respondents found it easy to contact the practice using the NHS App (ICS result: 49%, National result: 45%).
3. Ease of Contact via Website: 51% of respondents found it easy to contact the practice using the website (ICS result: 52%, National result: 48%).
4. Meeting Patient Needs: Opportunities exist to enhance how effectively patient needs are addressed during appointments to exceed both local and national averages.
5. Patient Confidence in Healthcare Professionals: There is room to improve patients' confidence and trust in the healthcare professionals they see or speak to, aligning with or surpassing local and national benchmarks.

PPG members reviewed these areas and agreed to support the practice in implementing targeted improvements. Action plans were agreed upon as follows:

- Location Choice: Collaborate with ICS to explore solutions for offering greater location flexibility for appointments.
- NHS App and Website: Launch a patient awareness campaign to educate users on the functionalities of the NHS App and the website. Improvements to the website's interface will also be prioritised.
- Meeting Patient Needs and Building Trust: Increase focus on personalizing care during appointments to better meet individual patient needs. Provide training for healthcare professionals to ensure consistent, high-quality interactions that build confidence and trust.

The practice and PPG members committed to tracking progress in these areas and will revisit these points in the next meeting to assess improvement.

14. Closing Remarks

Rehana summarised the key points discussed, thanked participants for their contributions, and invited further suggestions for the next meeting. The meeting concluded on a positive note, with attendees expressing satisfaction with the practice's services.

The meeting concluded with a commitment to follow up on the discussed action points. The next PPG meeting is scheduled for 13th February 2025.