

PPG MEETING – Friday 8 Oct 2021 @ 18.00 via Zoom

ATTENDEES:

Moria Black
David Jenkins
Jean Rowe
Ann Smith
Owen Grainger
Robert Gurd

APOLOGIES:

Jill Morris
Rosin Holden
Robin Carlyle
Adrienne Ventura
Dr C Mendes da Costa (GP)
Bridget Asprey

Chaired by Sangeeta Kathuria

Sangeeta opened the meeting by thanking everyone for attending and explaining how to proceed following the agenda points. Sangeeta had sent in set questions as the agenda and the outcomes of these questions with suggestions were discussed. The answers are going to support the way to move forward with our PPG and how to make improvements in the PPG itself and surgery.

- 1. How often do you think the PPG ought to meet to make it effective during the year?**
 - a. The general consensus was that meetings should be held quarterly, with a GP present and a Friday evening was acceptable.

- 2. Can each member think of ONE thing you would like to propose as a change to the surgery to help support patients or staff? This could be an addition to a piece of equipment, change to appointments, change in a policy or system, change to the waiting room, better set up of our flu clinics, demonstrations of how we do things online. Something you feel passionate about and would like to see implemented.**
 - a. Sent by Roisin by email later suggestions included sprucing up the waiting room, extra training for reception staff as there have been many changes in these roles. Perhaps role play to ensure professionalism with all patients. Also suggested using extra space in the surgery for

areas like physiotherapist, weight loss / exercise club etc. to be make the surgery a real hub in the community.

- b. David made a suggested related to the APPS and clarity of messages being send to patients. There are too many sources of communication with NHS APP, AIRMID, Accurx, MJOG etc and it should be more streamlined. One stop for all messages. Email lists might be a better option for patients who prefer this method? Maybe the surgery ought to look at the one APP that is best to use and promote that as the main one?
- c. Look at the stairs and how steep they are going up and down was one suggestion however this cannot be changed physically. Therefore, patients are given an option to be seen on the ground floor level.
- d. Prescription service for ordering medications needs to be looked at to improve. Some medications cannot be requested or need reviews before they can be requested. Methods of requesting need to be easier.
- e. One suggestion to look into was why do optometrists not refer directly to the hospitals in London e.g. for cataracts? Why must it go via the GP surgery? SK to look into finding out the answer to this.
- f. Minor ailments and ways the pharmacist can support the surgery patients and see them so that the GP is more free to see patients for more serious issues. SK discussed that this may be a pilot that the surgery is going to take part in and will revert to the PPG if this goes ahead.
- g. Looking at a way to know how to understand blood test results in the APP as this get confusing. To know which ones are normal or abnormal. Is there any way this can be explained to patients?
- h. Look at using Teams for meeting as Zoom has short times.

3. Name me one thing that you would like to know about the surgery and the way it works. As an educational tool. For example, the financial set up with NHS England, how referrals are processed, how to navigate around our clinical system, any information that you feel would help you understand the surgery better. Something that Sangeeta can set up as a basis for a talk for a PPG meeting.

- a. The referral system eg ERS

- b. Use of APPS and navigation
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4. **Would any one of you like to have a designated notice board or platform to display what the PPG does so other patients can see what we achieve? Eg a Facebook PPG page? A notice board in the waiting room to display our work as a PPG? Do you think that might help with enticing other members or show people what we are doing?**
 - a. Yes, this was suggested as a good idea to help promote the group and get more patients to join up. To place near entrance perhaps.

 5. **What are your thoughts to take up an initiative to support people in our local area e.g. charity event where we can raise funds to support a local concern? This would tie in well with Christmas around the corner. One idea is sending xmas cards to a particular group of patients for the surgery. Virtual cards to patients for birthdays?**
 - a. The charity event was agreed to be something that the PPG would like to be part of to support an organisation that has a good effect for the surgery and its patients.
 - b. Another idea SK stated is to send grievance cards to the family of the deceased which we will be putting into place

 6. **How can we send information or get patients involved who do not have access to IT or phones? Are there any ideas on how we can keep them in the loop and ways to keep them informed?**
 - a. One suggestion was to ask the patient to nominate a buddy who can then relay any information to them.

 7. **Feedback about the health talks and see if there are other areas for patients that we can look at providing besides health only. Eg understanding how the GP surgery works from behind the scenes? Online access to records etc. Something that Sangeeta do as a talk?**
 - a. It was suggested to stick to health talks only.

 8. **Sangeeta has one thing she would like to do. Text all patients in a batch message and ask them all to think of ONE thing they would like to see changed at the surgery and get feedback. Call this the Bedford Park**

Surgery Xmas wish list. And then see what we can do to implement anything that may be possible. Would like the thoughts of the members on this idea and discuss how we can manage responses and action these in time for xmas

- a. This was met with general approval. SK to do this to all patients to see what their one request for change would be. This will then be discussed at the next meeting in the New Year.

NEXT MEETING TO BE HELD ON FRIDAY 7 JAN 2022 AT 18.00

THE NEXT MEETING WILL BE ON FRIDAY 8 OCTOBER AT 18.00 VIA ZOOM