

### Patient Participation Group Meeting

**Date:** Monday 13<sup>th</sup> August 2018

**Time:** 17:30

**Venue:** Akerman Medical Practice

**Attended:** Patient – Mr Michael Olusola (MO) Patient - Mr Derry Otu (DO); PPG Network – Ms Wai Ha Lam (WL), Practice Manager – Sabrina Gear (SG),

Agenda Item	Topic Discussed	Attachment/ Supporting Information	Agenda Item Lead
1.	<b>Welcome and Introductions</b> SG welcomed all to the meeting. It was the first meeting for her. MO said he has an interest in joining the group as he enjoys being involved with the practice and is looking forward to being in the group.	-	SG
2.	<b>Previous Minutes</b> All present agreed that as this is the first meeting in a long time and since SG joined the practice in April, the meeting would be to discuss steps going forward.		SG
<b>Declarations of Interest</b>			
3.	<b>Declaration of Interests – For Agenda Items</b> To elect chairperson and additional committee members. Future Plans GP Patient survey Practice Survey on Extended Hours Ideas on promoting the PPG Ideas on events/awareness days AOB	Attached	Members
Agenda Item	Topic Discussed	Attachment/ Supporting Information	Agenda Item Lead
	<b>Chairperson Election and Additional Committee Members</b> Everyone agreed that DO should remain Interim Chairperson. Also as this was the first meeting in a while all present agreed that we would await progress on PPG and then elect a Chairperson. SG said she has also started a Virtual PPG. They can communicate with the practice by email and agenda and minutes will be sent to them. It is important that the Virtual and physical groups are connected and have good communication in between so that it does not become two different groups.		SG & DO

	<p><b>Future Plans</b></p> <p>SG said the plan is to hold meetings once a month. WL agreed that we should meet once a month, in the beginning to build the group. WL said the PPG should have clear objectives; it should be a partnership between the Group and the practice. Primary aim is to improve services and patient experience; it could also work with the practice to help patients to stay well.</p>		<p><b>SG</b></p>
	<p><b>GP Practice Survey Results</b></p> <p>SG discussed the outcome of the survey sent to patients directly from NHS.</p> <p>417 surveys were sent out, 63 were filled out and sent back</p> <p>What the practice does best :</p> <p>83% of respondents find it easy to get through to this GP practice by phone      Local (CCG) average: 76% National average: 70%</p> <p>91% of respondents find the receptionists at this GP practice helpful      Local (CCG) average: 91% National average: 90%</p> <p>66% of respondents are satisfied with the general practice appointment times available      Local (CCG) average: 68% National average: 66%</p> <p>78% of responders describe their overall experience of this GP practice as good</p>		<p><b>SG</b></p>
	<p><b>Practice Survey Results on Extended Hours</b></p> <p>The practice currently offers late appointments on Monday and Tuesday evening and on a Saturday morning. The practice conducted its own survey to determine if patients were satisfied with this schedule or wanted the practice open only on a Saturday. The results were that 91% of patients were happy with the current schedule. The practice has decided to continue with providing Extended Hours on Monday, Tuesday and Saturday.</p>		<p><b>SG</b></p>

	<p><b>Ideas on promoting the PPG</b></p> <p>DO suggested we look at what other PPGs in the area are doing to get a few ideas. WL said that having a PPG is where the members have good working relationship with the practice and amongst members is important. SG said the plan is to hold meetings once a month and to contact patients via email and text message; to invite them to join the PPG. Clinical and admin staff have been trained to recruit members and promote the PPG when in contact with patients. Posters and leaflets are displayed and available in reception but SG said talking to patients when they are in the practice is the most effective way to recruit more members.</p>		<p><b>Members</b></p>
	<p><b>Ideas on events/awareness days</b></p> <p>WL suggested one way to recruit is to have a focused activity, like a day for Carers. This would involve organising a day where carers would be invited and the practice could update them on GP availability. DO suggested a GP could discuss health conditions at a PPG event at the practice. This would improve GP-Patient relationship. WL suggested at some point, the PPG needs to think how to reach out to different patients, like families with Young children. SG suggested having a day for cancer patients where they could receive reflexology or beauty treatment as a day out. DO also said the practice should change the counter in reception. This is because when you walk in you don't see the receptionist and she does not see who is standing at reception. SG said getting a raised platform might help.</p>		<p><b>Members</b></p>
	<p>Next PPG meeting to be scheduled for  <b>11<sup>th</sup> September, 2018 at 17.30 p.m.</b>          Venue: Akerman Medical Practice</p>		